GRAPEVINE
VISITACION·VALLEY

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Getting Around the Cones on Bayshore Boulevard

Traffic detours continued on Bayshore Boulevard at Sunnydale Avenue as pipelines under the street were rerouted to make way for the future Third Street Light Rail. The new line, which will wind around the left corner to its southern terminal at the Caltrain Bayshore Station, is scheduled to be in operation in 2005.

San Francisco Home Values Have Risen More Than 40 Percent in Last Decade

San Francisco area homeowners realized a 43.2 percent gain in the value of their homes between 1990 and 2001, according to an analysis of data that also shows minorities and senior citizens as driving housing demand for the foreseeable future.

San Francisco area median home value shot up to$475,900 in 2001 from $332,400 in 1990. giving a big boost to household wealth. To the extent that people did not do "cash out" refinancing or take out second mortgages against their increasing equity, their net worth may have risen as well.

"Housing will continue to drive increases in household wealth and help boost the local economy," noted Home ownership Alliance Chairman Bob Mitchell, a past president of the National Association of Homebuilders. "it is striking that after the longest, strongest bull marker in history, the average American built more wealth owning a home than investing in the stock market. In fact, the average American homeowner beat the NASDAQ by more than 60 percent."

The San Francisco area figures were released by the Home ownership Alliance on May 30 as a follow-up to a study it recently published entitled *Safe at Home: The New Role of Housing in the U.S. Economy*. The author of that study, former White House economic advisor Todd Buchholz, found that the national housing market, after performing a near heroic role in 2001 by preventing a deeper recession, will help revive the economy in 2002.

Fueling the housing market will be two new forces, according to Buchholz. One force is the burgeoning population of minorities and recent immigrants who are on the "tipping point" of being able to afford their first home. The second force is the retiring baby boomers, who – enriched by the bull markets of the 1990s – have become home buyers instead of home sellers.

"The explosion of minority families and retiring baby boomers onto the home-buying scene has helped keep the housing marker, and the economy, strong," Buchholz said.

Other San Francisco findings:

*The minority population is projected to increase from 914,092 in 2000 to approximately 1,030,395 by 2005, constituting a 12.7 percent increase.

*The African American population is projected to increase from 130,526 in 2000 to approximately 134,152 by 2005, constituting a 2.8 percent increase.

*The Hispanic population is projected to increase from 315,882 in 2000 to approximately 351,459 by 2005, constituting a 14.4 percent increase.

*The number of 55-plus individuals is projected to increase from 240,868 in 2000 to approximately 258,945 by 2005, constituting a 7.5 percent increase.

"The future of the housing market in San Francisco depends on minority populations succeeding in today's economy," observed Mitchell.

While the Home ownership rate is 68 percent nationally, only 48.1 percent of African Americans and 48.8 percent of Hispanics currently own their own homes.

"Expanding Home ownership among minorities is good for the housing market, and therefore good for the economy," said Mitchell. " We should continue support for policies that keep Home ownership affordable for families.'

Media Myths and Real-Life Facts About San Francisco Public Schools

by Margaret Brodkin, Sandra Halladey and Sherrie Rosenberg

Myth: San Francisco is a failing school district.

Fact: National educators consider San Francisco Unified School District one of the nation's most successful urban districts. Our diverse district boasts thousands of volunteers, rising test scores, a nationally renowned superintendent, a supportive corporate community and a dedicated teaching force.

SFUSD encounters the same challenges that all urban districts face. But among California's 10 largest districts, SFUSD test scores rank No. 1 in high school math and second or third in every other category. (Middle-class, suburban San Juan Unified near Sacramento tops every category except high school math.)

Unlike many urban districts, SFUSD has many parents who choose public school when they could afford private or suburban schools. We have an increasing culture of support for public schools and many excellent schools – both prestigious high-visibility schools and lesser-known achievers.

Myth: The district squandered all its bond money for years.

Fact: Some projects went awry as mismanagement plagued the Facilities Department. Still, since 1988, eight new schools have been built and major renovations or expansions were finished at many more. Disability improvements were completed at almost every targeted school. More than $300 million has funded some 2,000 major construction projects.

In response to mismanagement that occurred before current leadership took over the district, Superintendent Arlene Ackerman and the school board have replaced problem employees, changed procedures to prevent abuses, called in

auditors, and summoned the FBI and the City Attorney to investigate past misconduct. These reforms began well before media reports belatedly "exposed" the problems.

Myth: Voting against future bond issues will punish wrongdoers who mishandled past funds.

Fact: The guilty parties have left the district. Here's who will suffer if future bond issues are not approved: 60,000 San Francisco schoolchildren, many of them disadvantaged and desperately in need of the facilities bond money would provide.

Myth: The school district denied applicants schools of their choice in a misguided diversity crusade - and dumbed down admissions to prestigious schools.

Fact: There are always more applicants than seats at popular schools, leaving some disappointed. But for fall 2002, 83.33 percent of applicants initially received a school of choice, 13 percent more than in the previous year. More will get in from waiting lists. The district works to help all applicants find satisfactory schools.

The enrollment process balances conflicting court mandates requiring the district to diversify the schools but to o so without considering applicants' race. The plan uses non-racial factors but allows the possible use of race in limited future situations if the current plan doesn't achieve diversity. The court approved the plan, contrary to news reports. Observers nationwide consider the plan a model settlement delicately weighing political, policy and legal considerations.

A court order – not a political correctness exercise – also required a plan for diversifying Lowell High School and the School of the Arts without considering race, while maintaining quality at those selective high schools. The resulting proposal – providing some spots for students who overcame extraordinary hardship or met other strict criteria, while maintaining rigorous admission standards – won court approval as well as the support of students, teachers, administrators and parents. The school district is dedicated to ensuring educational equity for all students, and disparity among schools is one of the district's biggest problems. It has undertaken an innovative program to provide wide-ranging supports to its lowest performing schools. The Board of Education is committed to providing excellence to all of its students and recognizes lack of equal opportunity as one of the most serious challenges facing students. Media ridicule of these issues trivializes the problems and damages attempts to remedy them.

Myth: The school district moved to close for-profit Edison Charter Academy because it was 'threatened" by Edison's success.

Fact: Edison ranked last in the district in spring 2001 test scores – hardly a success. SFUSD moved to regain management of Edison (not to close it) because of complaints about low achievement, high costs, nonexistent accountability, removal of challenging students and corruption in the original chartering process. No longer a district school, Edison is now chartered by the state Board of Education, which has warned that the school must improve to survive.

Myth: San Francisco's public schools lack community support.

Fact: Many San Franciscans with other options choose public schools. Many more would be interested but are put off by misleading images portraying public schools as dysfunctional and low-performing. School and children's advocates, including the PTA, Parents for Public Schools and Coleman Advocates for Children and Youth, are speaking out about public school successes and working for school reform.

The authors represent three major school and children's advocacy organizations. Brodkin is executive director of Coleman Advocates for Children & Youth. Halladey is associate director of Parents for Public Schools San Francisco. Rosenberg is president of the San Francisco Parent Teacher Association (PTA). Second District of the California State PTA

IRS Announces More Tax Problem Assistance

WASHINGTON – The Internal Revenue Service recently announced steps to expand customer service for taxpayers.

Through the agency's Everyday Tax Solutions service, a taxpayer or tax preparer now can call a local number to set up a personal appointment at the most convenient Taxpayer Assistance Center, on the most convenient business day. The 400 new, local numbers across the nation are dedicated to scheduling face-to-face meetings to help solve tax problems. All other calls should be directed to the regular IRS help number: 1-800-829-1040.

"Our new Everyday Tax Solutions service offers in-person assistance on the taxpayer's schedule, not ours," said IRS Commissioner Charles O. Rossotti. "Taxpayers and tax professionals tell us they want our help with tax problems early and conveniently."

Appointments are not required for Everyday Tax Solutions; taxpayers can also walk in during regular business hours. To make an appointment, the taxpayer simply calls the local number and, at the prompt, leaves a message requesting Everyday Tax Solutions help. A representative will call back within two business days to schedule an appointment at the taxpayer's convenience. IRS Taxpayer Assistance Center telephone numbers are listed through local directory assistance and on the IRS Web site at *www.irs.gov* under the "individuals" section.

Many situations do not require a face-to-face meeting. To discuss a problem by phone or letter, taxpayers should call the IRS at 1-800-829-1040 or write to the address on their IRS correspondence.

Everyday Tax Solutions' face-to-face service addresses problems such as:

*Resolving IRS account and notice issues.

*Making Installment Agreements to pay tax liabilities.

*Requesting release of federal tax liens and levies.

*Filing Innocent Spouse claims for taxpayers who may not be liable for a spouse's share of joint tax liabilities.

"We may not be able to resolve some problems on the spot, but we can get the ball rolling to help taxpayers," Rossotti said.

Scientists Seeking New Sources of Energy

Chew on this fact: Fossil teeth from ancient marine animals may point the way to new sources of energy. That's the good news from government scientists, who believe knowing about the history of the earth and its resources can help to ensure the safety and security of our energy future.

Extracting fuel from fossil plants and other sources here in the U.S. and in nations around the world is increasingly important-our nation imports more than 50 percent of the oil it consumes. What's more, while the demand for energy continues to increase, production from existing domestic oil and gas fields has declined.

Fortunately, our government is exploring new fuel sources while taking care to protect the environment. Through its Energy Resources Program, the U.S. Geological Survey (USGS) is engaged in:

*Assessing national and world energy resources and their geological framework. For example, the USGS is assessing the nation's natural gas endowment and the potential for producing natural gas, along with ways to improve assessment techniques. Also being assessed: U.S. coal resources and the 76 most productive oil and gas producing regions in the world;

*Evaluating the environmental and economic effects of the production and use of fossil fuels: and

*Delivering energy resource information to the land and resource management bureaus of the Department of the Interior, other federal agencies, state geological surveys, the energy industry and the environmental community.

Looking ahead, agency scientists are using the power of science to investigate new sources of clean, abundant energy, including geothermal energy, natural gas-also known as methane-from coal beds, and methane hydrates. Good energy strategies depend on such credible assessments of undiscovered resources, believes USGS Director Chip Groat. "Energy policy for this country needs to be guided by good science," says Groat. *NAPS*

Valley Woman Among Top SFSU Graduates

Visitacion Valley resident Glendy Chan is one of the Hood Recipients in San Francisco State University's Class of 2002 honored as the most distinguished graduates. She was selected among the 7,186 students who received degrees from SFSU at its 101st commencement held on May 25.

Glendy Chan, SFSU College of Business Hood Recipient at the Commencement with SFSU President Robert A. Corrigan.

Chan, the Hood Recipient for the SFSU College of Business, delivered the student speech during the commencement. She graduated with a bachelor's degree in business administration with a concentration in accounting.

A graduate of Lowell High School, Chan, 22, is an SFSU Presidential Scholar, the most distinguished academic award SFSU bestows upon an entering undergraduate student. She also served as an officer in Beta Alpha Psi – the national honor society for financial information professionals – president of the German Club, and an intern with Deutsche Bank in Germany.

This summer, Chan is working for accounting firm PricewaterhouseCoopers. She plans to pursue foreign assignments once she earns her CPA.

Hood Recipients are chosen to represent their fellow students from each of SFSU's eight academic colleges, the Liberal Studies Program and the graduate division. The Hood Recipients, who wore symbolic hoods at the commencement, are outstanding students with unique stories and ambitious plans for the future.

One of the largest campuses in the 23-campus CSU system, SFSU was founded in 1899 and today is a highly diverse, comprehensive, public urban university.

Grapevine Mailbox

SFUSD Split Would Segregate Districts

San Francisco Supervisor Leland Yee, 12th District Democratic nominee for state Assembly, has proposed dividing San Francisco Unified School District into separate school districts, essentially creating a white/Asian district and a separate Latino/African-American district.

Yee's proposed predominantly white/Asian school district, west of Twin Peaks and incorporating the Richmond and Sunset neighborhoods, would contain all of the existing school district's 10 top-scoring elementary schools, four of the top five middle schools and four of the top five high schools, based on the state's Academic Performance Index.

Ironically, Yee himself was accused several years ago of using a friend's address to get his children into prestigious Hoover Middle School, which would fall in his proposed westside school district, when he lived in the Mission District, in his proposed eastside school district. The incident was reported in the Oct. 30, 1996, San Francisco Examiner (Venise Wagner, "Yee Not Afraid to Ask Tough Questions").

Yee's proposed westside district would encompass predominantly white and Asian neighborhoods. Many of the city's predominantly African-American and Latino neighborhoods – including the Mission District, Bayview/Hunters Point and probably Visitacion Valley – fall in his proposed eastside school district. It was not clear where dividing lines north of Golden Gate Park and south of Interstate 280 would fall.

Yee made the proposal in response to widespread outrage among Sunset District neighbors of San Francisco's popular Lincoln High School whose children were not assigned to Lincoln for fall 2002.

Lincoln, which had far more applicants than seats, is actually not among the top five high schools based on test scores. It ranks No. 6 in the district, behind Lowell, School of the Arts, Gateway, Leadership and Washington. All but Leadership would definitely fall in Yee's proposed western district. It was not clear in which district Leadership would land.

San Francisco Unified School District Superintendent Arlene Ackerman reacted strongly to Yee's proposal. "It is ironic that some of the proponents of this proposal to segregate our schools by race and ethnicity are among those who have benefited from the civil rights movement," she said. "I am confident that this community will not allow people with political agendas to turn back 50 years of progress to a time before the 1954 'Brown v. Topeka Board of Education' decision."

Ackerman invoked Lincoln High School's namesake in her comments, adding: "It is most unfortunate that this debate and proposal most directly involve a school named after a president who fought hard to keep our country from dividing over race."

An array of community groups and leaders oppose the proposal to split the district, including the 2nd District PTA, Parents for Public Schools, Coleman Advocates for Children and Youth, and Parents Advocating School Accountability.

Parents Advocating
School Accountability

Let's Not Let Budget Crisis Overshadow Recent School Progress

As always seems to be true when revenues are down, most of the discussion in Sacramento this year is on the state budget and on cutting programs. We give the governor credit for working hard to assure cost-of-living and growth funds for education – K-12 and community college education – as he put together his budget proposals. But we mustn't lose sight of the fact that cuts to this year's K-12 budget, and to many non-education programs, made that still-tenuous protection possible.

Many other programs, including the universities which benefit our students and their families, are facing severe reductions. In a time when more and more of our students live in poverty, cuts to health and other support programs will have a devastating impact on their lives.

We also can't let education's relatively good fortune in this lean year lead us to forget that California's base education funding is woefully inadequate. We have made some progress over the last few years, but we still have a long way to go.

While overall student enrollment is growing, that growth is uneven, and an increasing number of districts are experiencing declines in enrollment as families are priced out of local housing markets. For the first time in many years, many districts are laying off teachers and staff.

We know that the American economy is cyclical, that growth does not continue indefinitely, especially at the pace of the late 1990s. But we cannot afford for education funding to cycle down when the growth of the recent past has brought us only a short distance in the direction we need to go.

Along with the extraordinary growth in the late 1990s, came cuts in the state income tax through elimination of the highest brackets, and in the taxes and fees paid on motor vehicles. These cost the state billions of dollars. The reinstatement of these taxes would significantly reduce the state's budget deficit. And the money would come from those most able to pay it.

Persons with incomes of $350,000 received about $3,000 from last year's federal income tax cut (I leave aside for the moment the wisdom of that cut); the reinstatement of top state tax brackets would cost those individuals $450. Persons with incomes of $700,000 got windfalls of $20,000, but would pay the state only an additional $3000. Drivers of the biggest and most expensive cars pay the most in taxes on those cars.

If we let the budget deliberations focus solely on cutting programs and on deferring state bills that will become due in the near future, we are letting education and other human services be locked into stagnation long after the California economy recovers. We have to make it OK – not just OK, but imperative – for legislators to have serious discussions about taxes in an election year.

We're not going to let legislators and the governor merely ask us where we think they should cut. We're going to tell them that to be responsible, they have to look first to increasing revenues substantially. It's the only way for education – and California – to continue to go forward.

Mary Bergan, President,
California Federation of Teachers

Chilled Mocha Espresso Delight

When the days sizzle and the nights simmer, sipping a frosty Mocha Float may be a deliciously cool way to re-energize. The combination of a traditional iced coffee and dessert has transformed the classic float into a nouveau delight.

When preparing this wonderfully refreshing recipe, be sure to use an authentic, quality brew, such as Medaglia D'Oro Caffe Espresso.

Medaglia D'Oro Mocha Float

4 ounces chilled Medaglia D'Oro brewed espresso, sweetened to taste; 3 tablespoons chocolate syrup; 3 ounces milk; 1 scoop (1/3 cup) coffee mocha chip ice cream; 1 scoop (1/3 cup) dark chocolate ice cream; Chilled seltzer or club soda; Whipped cream (for garnish); Sweetened cocoa (for garnish).

1. Pour espresso, chocolate syrup and milk into a chilled 16 ounce glass. Stir to blend. Add coffee mocha chip and dark chocolate ice cream.

2. Fill glass with seltzer and stir. Garnish with a dollop of whipped cream and dust with cocoa. Serve with a straw and long-handled spoon. Makes 1 serving

For further information about Medaglia D'Oro or to find a supermarket near you that carries Medaglia D'Oro Caffe Espresso, call 1-800-735-6965. *NAPS*

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Driver Safety and Rudeness Improving on America's Highways

We've all witnessed aggressive drivers on the road. They appear in our rear-view mirrors, speeding up until they are within inches of the car. They flash their lights, honk their horns, gesture obscenely and finally careen into another lane to taunt other drivers. As they pass, we notice they are talking on a cell phone without a headset and are eating at the same time.

Fortunately, most Americans do not drive this aggressively. In fact, the fourth annual Nerves of Steel aggressive driver survey revealed that driver safety and rudeness continue to improve in the United States. Seattle earned the title of safest and most polite city for drivers. Boston was the most improved in terms of safety, but the city is still home to the most aggressive drivers among those surveyed. Miami's drivers earned the title of rudest in the nation.

TheSteelAlliance, representing the North American steel producers, conducted the survey.

The Nerves of Steel survey also revealed that consumers understand that steel plays a key role in automobile safety.

When asked what items and/or devices provide themselves and their families the best protection in an automobile accident, drivers across the nation's top three choices were seat belts (88 percent), steel frames (84 percent) and steel side-impact beams (77 percent).

"This survey confirms that Americans feel much safer driving a car that has been made with safety in mind and that means one built with steel," said Bill Heenan, president, TheSteelAlliance. "A car's steel frame helps protect families from injury or death in an accident. The steel industry conducted this survey to educate drivers so they can be more courteous to each other on the road, which will hopefully result in fewer accidents."

Survey Methodology

Global Strategy Group conducted the Nerves of Steel survey. Drivers were surveyed nationally by phone and in 10 cities: Boston, Washington, D.C., Miami, Cleveland, Chicago, Detroit, Dallas, Los Angeles, Seattle and Denver. Seattle and Denver were added to the survey in 2002. A total of 2,000 participants were asked a series of questions about driving habits, including their own actions while on the road. The questions highlighted issues of safety, aggressiveness and rudeness.

Safe Driving on the Rise

Across all cities surveyed in 2002, safe driving is on the rise. Five cities-Boston, Los Angeles, Washington, D.C., Chicago and Miami-significantly improved their safety grades over the past year.

The 2002 Nerves of Steel survey revealed that the city with the most aggressive and unsafe drivers was Boston, which earned a C for safety. In the month prior to the survey, 44 percent of Boston's drivers had committed at least four or more aggressive acts on the road. Although Boston is considered the most aggressive and unsafe city, it also earned the title of most improved for safe driving after scoring a failing grade in the 2001 survey.

According to drivers in Seattle, the West Coast is home to the safest roads in America. Seattle's drivers earned an A in safety. Other cities with safe drivers included Detroit, Cleveland, Chicago and Los Angeles.

Safety grades are improving as drivers increase their awareness about automobile safety features. Ninety-one percent of surveyed drivers believe that steel is a material that provides the best protection against injury or death in an automobile accident.

Miami Drivers Rudest of All

Fifty-seven percent of drivers in Miami, the highest percentage of all 10 cities surveyed, believe that the drivers in their city are ruder than drivers in other cities. Miami received an F, earning the champion title for rudest drivers. And when it comes to rudeness, Miami's female drivers outranked their male counterparts in nine of 13 driving categories.

Aside from Miami's F, rudeness grades continue to improve. Three cities raised their grades and five retained their grades from the 2001 survey. Seattle, this year's safest city, also is the winner for the most polite city. Only 11 percent of drivers in Seattle feel that they are ruder than drivers in other cities. Other polite cities include Cleveland, Denver, Detroit and Dallas. Los Angeles drivers were the most improved in the rudeness ranking, raising their grade from a D to a B.

Despite this general trend toward more tolerance on the road, Capital Beltway drivers may soon be on their way to earning the title of the rudest drivers in the country. Drivers in Washington, D.C. were the only drivers to lower their rudeness grade over the past year.

"While great strides have been made among drivers to improve safety and rudeness on the nation's highways, we must remember that all drivers can contribute to even greater improvements in driver safety," said Heenan. "We all need to slow down, be more courteous, and refrain from other distractions while driving. It's also very important to remember that if an aggressive driver bothers you, don't escalate the situation. These drivers are already very dangerous."

It's Dangerous, But...

The Nerves of Steel survey revealed that 58 percent of drivers believe that talking on a cell phone without a headset while driving is very dangerous. Although this is considered to be a dangerous act while driving, 36 percent of consumers admit to doing it themselves.

Pledge to Drive Safely

Visit www.TheNewSteel.com for more information about the 2002 Nerves of Steel aggressive driving survey. *NAPS*

Consumers Should Require Good References and Quality Service

by Richard Berman

As a hotel manager, Gary Walter of Dallas, Texas knows the importance of giving his customers quality service. "When each competitor's product appears the same," says Walter, "consumers have only a few ways in which to differentiate. Who seems to be the most knowledgeable? Who is genuinely more helpful? And ultimately, who delivers on their promises? In other words, who really offers quality service?"

Do Your Research

With all the conflicting claims out there, I asked Walter how a consumer can know in advance how to choose a company to do business with. "Nothing beats good references," says Walter. "Ask your friends," he advises, "ask your colleagues, check the most trusted consumer publications and rating services." A referral he was given to an insurance company 20 years ago recently became critical to Walter when he was in a serious car accident. "I was fortunate not to be hurt," says Walter, "but my car was completely totaled. I didn't know what to do."

First Things First

"The first thing I did," says Walter, "was to call my insurance company. The representative I spoke with is the person who stayed with me from the start all the way through the whole process. So I knew I had a good, consistent contact, which was important. First of all, she empathized with my situation. She quickly reviewed my coverage in a professional and courteous manner. She moved me efficiently into understanding my rights and obligations.

An insurance adjuster was dispatched the very next day. I was kept informed at every turn in the process from police reports to adjuster's report, car rental, blue book value, eventual pay off and reimbursement.

As the process was nearing completion my representative called again, just to be sure I had no further questions. It was just very efficient and proactive. I had a check for the value of my car within seven working days. I was astounded. I nicknamed her 'Wonder Woman.'"

John Connors, Senior Vice President, Corporate Executive for Walter's insurance company, Amica Mutual Insurance (Lincoln, Rhode Island), says it's important to pick a company that "has the capabilities to deal with any eventuality, regardless of the type of problem or geographic location within the U.S."

You Deserve the Best

Walter understands the need to meet customer expectations. He says: "As a hotel manager who has lived and traveled in many places around the United States, I am acutely aware of the need to be hospitable in the business world in order to be successful. Since I signed with Amica I have lived in New York, Houston, Denver, Chicago and now Dallas. Whenever I made a change, my insurance company went above and beyond to help me in my move. It was seamless. Whenever I had a question I could always call their 800 number and everything was converted for me. When I was in Chicago, for example, they advised me about different state regulations related to insurance in Denver just before I moved there."

Good Service Pays Dividends

"Above all," says Walter, "is the human factor." He refers back to his initial representative and the impact she made. Says Walter: "She would call and say 'here is Wonder Woman with your morning update.' She behaved as if I were her only client from start to finish and I know that couldn't possibly be the case the way people drive here in Dallas. I certainly hope she got a raise."

Richard Berman is a writer specializing in insurance issues. He consulted with Amica Insurance (1-800-24-Amica) regarding information and content for this column. *NAPS*

Saturdays are Special At Randall Museum

The Randall Museum offers drop-in, hands-on art and science workshops every Saturday from 1 to 4 p.m. at 199 Museum Way (off Roosevelt, above the Castro). All ages are welcome; under 8 must be accompanied by an adult. Museum admission is free with $3 per person workshop fee. Call 554-9600 for further information.

*July 6: Create a *rainstick* with household items and hear the sound of rain.

*July 13: Design your own *growth chart* with inches and feet to keep track of how much you grow.

*July 20: Make a little *sock puppet* animal friend out of lovely old sticks.

*July 27: Make a *bean bag game* complete with scoreboard and bean bags.

Other regular Saturday activities include:

*Golden Gate Model Railroad Exhibit from 11 a.m. to 4 p.m.

*Meet the Animals from 11:15 a.m. to 12 noon.

*Animal Feeding at 12 noon.

ST. JAMES PRESBYTERIAN CHURCH
240 Leland Ave., San Francisco, CA 94134
The Rev. Dr. Jerry O. Resus, Minister

Church School Classes: 9:15 a.m.
Sunday Worship Service: 10:30 a.m.
Wednesday Bible Study: 11:00 a.m.
Friday Bible Fellowship: 7:30 p.m.
Saturday Choir Rehersal: 10:00 a.m.

You are cordially welcome to join us for study, worship, fellowship and service. We seek to teach the Bible and to lift up Jesus Christ so He can draw all persons to Himself.

Come to Church This Week

From the D.A.'s Office

Murder Conviction in Death of 3-Year-Old Boy

A San Francisco jury on May 22 convicted Patrick Goodman, 27, of second-degree murder in the death of Elijah Sanderson, 3.

The boy died Dec. 6, 2000 at the Ingleside district residence that his mother, Cheryl Sanderson, shared with Goodman and her four other children. On that morning, Elijah was sick with a severe flu. His siblings left for school, leaving Elijah home alone with Goodman.

Soon thereafter Goodman notified police that he had found Elijah dead in his bed, attributing his injuries to a fall from a scooter. But the nature o the injuries belied that claim, according to testimony from Chief Medical Examiner Boyd Stephens.

Assistant District Attorney Robert Gordon also elicited key testimony from Elijah's siblings, who said that both Goodman and their mother had beaten Elijah frequently and severely.

Public defender Steven Rosen unsuccessfully tried to implicate Cheryl Sanderson in the murder. She will be tried separately on charges of felony child abuse and endangerment.

Arraignement of Former SFFD Lieutenant for Submitting False Claims

A former San Francisco Fire Department Lieutenant, Curtis Young, was arraigned May 22 on an arrest warrant charging him with submission of false claims accomplished by unauthorized computer access and manipulation.

Young had worked in the Assignment Office at Headquarters Company. It is alleged that while working there and after his transfer from that duty, he manipulated the computer system to credit his work record with hundreds of hours of compensatory time to which he was not entitled.

If convicted, young faces up to four years and eight months in prison and a $10,000 fine.

How Your Looks Can Kill ...Your Career

When times are tough and the job market is tight, searching for and landing that "dream job" may seem more difficult than expected - especially with large numbers of extremely qualified applicants competing for fewer jobs.

To determine how to maximize the chances of success in the job market and the workplace, Just For Men« Hair color recently commissioned a nationwide survey that revealed a common thread-appearance matters. The "Strategies For Job Success" survey, conducted via telephone, included 101 professional career advisors-50 career consultants and 51 outplacement professionals.

Key survey findings include:

*Nearly 70 percent of respondents said that appearance impacts salary, and looking younger is important for men's career advancement and promotion;

*Nearly 65 percent of those surveyed reported that their male clients had lost out on job opportunities because they looked too old; and

*More than three quarters of respondents admitted that these days, looking younger gives men a competitive advantage in the job market and workplace.

Survey results show that gray hair puts men at a disadvantage when it comes to job security because it conveys negative perceptions about effectiveness and energy levels on the job. This is not good news for the large numbers of aging baby boomers in the workplace and job market who are hitting the so-called "silver ceiling."

The survey also confirmed that making a good first impression during an interview is imperative, and success is largely a matter of appearance. Interviewers are increasingly younger than the job applicants, and they typically hire younger people.

"While your resume and networking may get you in the door, the face-to-face meeting is your time to shine," says Dr. Carole Kanchier, an internationally syndicated columnist, psychologist, trainer and author of Dare to Change Your Job and Your Life. "The interview usually determines if you will receive the job offer, and you wouldn't want your appearance to jeopardize your chances."

Beyond the first impressions, an overall well-groomed and youthful appearance is an asset for men in today's workplace. According to the survey, following are the most notable signs of aging for men: out of style clothing; low energy or enthusiasm; gray hair; wrinkles; and being overweight.

"Maintaining a well-groomed and youthful appearance is just as important as having a strong resume, especially when you're competing for a new job. You can't leave anything to chance." Kanchier says.

When it comes to appearance related enhancements, nothing is faster and easier to change than gray hair. Just For Men Haircolor is one quick and easy way for men to color their gray and regain a competitive edge.

"A polished appearance automatically communicates confidence and control as you walk into the interview, and increases your chances for success," Kanchier says. "Consider it a personal investment you cannot pass up."

For more information about Just For Men Haircolor, log onto their Web site at www.justfor men.com. *NAPS*

Scientists Find Surprising Way to Prevent Pain

What do heartburn, periodontal disease, fibromyalgia, diverticulitis, irritable bowel syndrome (IBS). interstitial cystitis (IC), gout and even osteoporosis have in common? A growing number of doctors are getting to what they believe to be the heart of a common contributor to the pain from these diseases-body acidity.

As we age, our bodies naturally become more acidic. This is because we cannot absorb calcium, an alkali mineral that balances the body's pH, as easily as when we were younger. Then, many make a bad situation worse by consuming acidic foods and beverages, which can lower the body's pH even further.

For example, the body's blood pH should be close to neutral at 7.0 pH, but the following foods and beverages are high in acid content with low pHs:

*Coffee and Tea, 4.7 to 5.3 pH;
*Tomato Products, 3.0 to 5.3 pH;
*Wine, 3.0 to 3.5 pH;
*Citrus Fruits, 1.5 to 3.0 pH.

Consuming these foods and beverages can raise the acidity in blood, urine and saliva.

Interstitial cystitis, a urinary disease that causes frequent and painful urination, currently has no cure. However, IC patients report that, if they reduce the acid levels in their body and in the foods and beverages that they consume, the pain subsides.

Patients who suffer from irritable bowel syndrome, diverticulitis and fibromyalgia also report that the symptoms of these diseases may be reduced when they lower their body's acidity levels.

Osteoporosis may have more to do with high acidic levels in the body than with the amount of calcium intake from dietary sources. Some experts believe that if the body is out of balance pH-wise, it will try to neutralize its pH by accessing calcium from either dietary calcium or bone mass, whichever is more available.

Gout is caused by uric acid forming crystals that settle in the body's lower extremities. When gout sufferers significantly reduce the acid levels in their bodies, the pain can be reduced.

One medical professional, Dr. C.R. Anderegg, a practicing periodontist in Bellevue, Washington, conducted a pre-clinical study over a six-month period with 10 severe cases of gum disease or periodontitis. He treated these patients with an acid reducing toothpaste and measured gum bleeding, an indicator of this disease. He reported that these patients had a 90 percent reduction in gum bleeding and inflammation. One theory is that when the pH in human saliva is raised to a neutral level, the bacteria that cause periodontal disease can no longer survive in the mouth.

So if acid is the key, why not take plenty of antacids? First, many popular brands contain artificial ingredients such as aluminum hydroxide, which has been suspected to cause Alzheimer's Disease. Second, many antacids contain large amounts of calcium, which is hard to absorb and, when consumed too heavily, can cause constipation, kidney stones, bone spurs and certain kinds of arthritis. A natural altemative to antacids exists with a new group of dietary and food supplements that reduce body acidity with highly effective, natural ingredients that have no negative side effects. For more information call 800-428-2637. Before taking any supplements, check with your doctor. *NAPS*

Trying to Make Some Sense of Free Trade

by Seth Bodner

According to experts, President Bush may soon find out that free trade is not so free after all.

President Bush cites "free trade agreements" as job promoters and national economic winners. They are, he would have us believe, essential for agriculture, and crucial to opening foreign industrial markets for fair competition.

But some believe these claims ignore massive domestic subsidies for American agriculture, the constant resort to farm bailout legislation in every election cycle, and billions of annual federal payments for corporate welfare. The package is an economic oxymoron.

He tells us that "American workers can compete with anyone, anywhere" yet ignores the massive merchandise trade deficits of the past 20 years. These losses have spread across virtually all manufacturing and persist despite 40 years of free trade negotiations.

Has the low cost of labor in developing nations fatally undercut the competitiveness of American workers? Since the 1960s to NAFTA and the WTO of the 1990s, our Presidents have told the same story: "Just open the markets fairly and we will do wonderfully in agriculture and industry."

Well? If American companies are so competitive, why are the U.S. trade deficits so large and so persistent? Either those foreign competitors are unfair, or they have kept their markets closed despite their agreements, or cheap foreign labor and lax regulatory regimes rule when corporations decide where to site their manufacturing.

Some think it's time to question whether U.S. trade goals and negotiating tactics are valid.

Basing policy on rhetoric about the extraordinary productivity of American workers is dangerous. Such rhetoric ignores the 40 plus times differential between the costs of labor in the United States and developing nations, such as China.

It also ignores the worldwide spread of production technology that allows advanced manufacturing, and its attendant high productivity, to be placed anywhere.

If America continues to cling to its current standards, we will face the surrender of production, and the jobs and lifestyles it affords. If we give up the standards, then we have all lost.

Congress, however, continues to authorize open-ended trade agreements. And it does this even as members assure their constituents that the President is somehow committed to protecting their favorite industry.-"Steel is important, textiles vital, agriculture crucial..."

In this welter of inconsistent "commitments," massive trade deficits and a huge decline in manufacturing, the real question is how can so many smart people be so fooled, for so long.

Seth Bodner is a consultant with more than 35 years of experience in international trade negotiations in government and industry. Most recently he served as Executive Director of the National Knitwear & Sportswear Association. *NAPS*

Gearing Up for Bike Safety

Biking is a fun form of transportation and exercise, but few people stop to consider the dangers involved. Every year, nearly 500 children under the age of 15 die in bicycle accidents involving a car. Most of these deaths are due to the biker's behavior-riding into the street without stopping, running a stop sign or riding against the flow of traffic, according to the Nemours Foundation. These statistics are alarming, but parents and teachers can help protect children by teaching them bicycle safety.

Saving a life can be as simple as following a few rules of the road including wearing helmets, obeying traffic signs, riding in the same direction as cars and using hand signals. The National Highway Traffic Safety Administration found 75 percent of child deaths are due to head injuries. By using helmets, these injuries can be reduced by as much as 85 percent.

To help teach children the importance of bike safety, Lee« Jeans, Team Haro's title sponsor, has partnered with Ryan Nyquist, professional bike stunt rider for Team Haro/Lee Pipes, to create the Lee Pipes Get in Gear bike safety program. Get in Gear, starring Nyquist, is an educational program designed to teach kids bike safety in a fun and educational way. This program provides materials to help teachers and parents convey life-saving messages to their students and children.

"Biking has been an important part of my life ever since I was a little kid," said Nyquist. "Young people really don't understand how dangerous it can be if you don't protect yourself, and it's up to parents and teachers to help educate kids and keep them safe."

Hundreds of schools nationwide are using the Get in Gear program, which includes a bike safety video and teacher/student interactive materials. A Web site, www.leepipes.com/GetinGear, is dedicated to providing important bike safety information to parents and teachers, as well as fun games and quizzes for kids. *NAPS*

Preparing Young Children for Reading Readiness

by Andrea Pastorok, Ph.D.

To help your pre-reader and early reader develop reading readiness skills, build vocabulary and increase phonic awareness, the experts at Kumon Math and Reading Centers suggest the following:

*Read a wide variety of books from nursery rhymes to classic tales.

*Ask your child questions about the book. Who is your favorite character? What part of the book do you like best? What do you think will happen next?

*Run your finger along the words as you read to your child so that he/she learns that English print goes from left to right, top to bottom, front to back.

*Sing Songs. Children love silly songs, jingles and especially repetitive verses with rhymes.

*Show your child words in a variety of media. Whether it is the daily newspaper or a magazine, show your child words on the page so he/she can begin to recognize them.

*Point out "environmental words" such as traffic signs and storefront signs as you drive.

*In the grocery store, have your child find a box of his/her favorite food on the shelf. This helps children recognize their favorite items and the words that go with them.

*Have your child retell stories. If you have read your child a tale, such as "The Three Little Pigs," have him/her retell it back to you.

Located in 44 countries around the world and with an enrollment of three million students, Kumon Math and Reading Centers offer the premiere after-school supplemental education program.

Dr Andrea Pastorok is the education specialist for Kumon North America *NAPS*

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Book Reviews

Healthy Nutrition Easy to Achieve

By now, most of us know that "you are what you eat." Science and practical experience have proven that the link between our diets and our health and enjoyment of life is critical. But how do we learn to maximize healthy nutritional intake and enjoy delicious meals and snacks at the same time? What foods should we be eating, and why?

A new, all-in-one resource that combines the knowledge of experts at the Mayo Clinic, UCLA and the Dole Food Company, Inc.. offers the answers. Together, these groups gathered the most up-to-date and comprehensive information on food and nutrition and produced a colorful book that's as practical and helpful as it is easy to use.

The Encyclopedia of Foods: A Guide to Healthy Nutrition provides an overview of the basic nutrition principals and so much more. It proves, once and for all, that good nutrition is easy, once you have useful tools, information and inspiration at hand. Here are a few highlights:

*Current recommendations for nutrient intake are different for most women and older adults than they are for children, teen girls, active women and most men. The needs of teen boys, active men and very active women are also different.

*A clear presentation of the U.S. Dietary Guidelines and how they translate into nutritious food selections shows us the variety of choices we have when it comes to grains.

*Menu-planning, label-reading and shopping tips you can use every day include such suggestions as trying new foods, making sandwiches in pita pockets or in tortilla wraps, or adding a box of frozen fruit juice to packed lunches to keep them cold.

*Recipe makeovers-from high-fat to healthy, and even more delicious! For example, transform a tuna sandwich into a curried tuna salad with the crunch of celery and apple and the tang of raisins.

*Two full weeks worth of tasty, nutritionally balanced menus, including such healthy snacks as crispy rye wafers with reduced-fat Swiss cheese.

*The fully illustrated guide to almost every kind of food imaginable, including storage and cooking tips. For example, did you know that eggs are best cooked over low heat?

*A glossary of terms will never leave you guessing. Can you define "cachexia" or "LDL cholesterol?"

*A full section on beverages, from coffee to soda pop to wine. Did you know that green tea has been shown to help reduce the risk for cancer and heart disease?

You can now order a copy of the Encyclopedia of Foods: A Guide to Healthy Nutrition at a special reduced rate of $19.95, plus shipping and handling (list price is $29.95).

Ways to Help Your Baby Sleep

Are you suffering through sleepless nights and having to fend off advice about letting your baby "cry it out"? If so, you may find the solution in a new book that proves it's entirely possible (and within your grasp) to help your baby fall asleep peacefully-and stay asleep all night long.

The No-Cry Sleep Solution (Contemporary Books, $14.95), by parent educator Elizabeth Pantley, is full of helpful, caring advice to help readers and their babies get a good night's sleep.

Through months of research, personal experience and work with test-case families, Pantley has assembled and organized a wide variety of gentle ideas into what is called the No-Cry Sleep Solution. It consists of a customized plan that parents create for their own family based on the ideas and research presented, all within a simple and easy-to-follow framework.

The book's ten-step program will lead new parents through the process one day at a time by:

*Shedding new light on your baby's sleep patterns and helping you set realistic goals;

*Showing you how to analyze, assess and improve your baby's sleep patterns using sleep logs;

*Offering a variety of sleep solutions that fit every parenting style; and

*Creating a tear-free customized sleep plan that works for both you and your baby.

"It is refreshing to see and to be able to endorse an approach toward tender infant and child caregiving that does not claim to know who and what every baby should be or what every parent should do to achieve parenting success," says James J. McKenna, director. Mother Baby Behavioral Sleep Center, University of Notre Dame. "The No-Cry Sleep Solution speaks to the uniqueness of each parent and child in a loving and knowledgeable way."

The No-Cry Sleep Solution has been tested and proven successful by scores of mothers and their babies from across the United States, Canada and Europe. Readers are given the tools needed to effectively and gently reach their goal: a good night's sleep for everyone. *NAPS*

Expensing Allowance Helping to Stimulate Economic Growth

America's manufacturing technology industry and its customers may have finally gotten the shot in the arm needed to recover from the worst market conditions since the Great Depression. While the recession may already be easing for some segments of the economy, manufacturers and those who sell goods and equipment to them have been hard hit.

The economic stimulus bill, which contains a new 30 percent expensing allowance for machine tools and other equipment, and was recently overwhelmingly passed by Congress and signed into law by President Bush, may help to turn that around. That increased investment will boost their productivity and make U.S. manufacturers more competitive, a sure route to sustainable economic growth, more jobs and better wages.

In addition, the economy is showing glimpses of a recovery. The promising indicators of consumer confidence-increased consumer expectations, a rising number of housing starts, and the index of leading indicators-all point in the right direction for an economic rebound. By the third quarter of 2002, manufacturing technology equipment builders may feel the upturn. That makes the timing just about perfect for this year's International Manufacturing Technology Show (IMTS), the largest exhibition of machine tools and related technology in the Americas. Why? Because the economic indicators are showing a high level of consumer confidence and consumer expectations are moving upward. The show, which will be held in Chicago from September 4 to 11, 2002, gives attendees the opportunity-and motive-to buy the manufacturing technology to meet their companies' needs.

Manufacturers can use the newly enacted expensing allowance as a major justification for ordering new productivity-enhancing equipment now instead of postponing purchasing decisions. Depending on what a manufacturing company produces, if it orders a new machine tool, it can write off 40 to 44 percent of the asset in the first year (compared with 14 to 20 percent under the old law). This adds up to a first year tax cut of 8.5 to 9 percent and a 2.5 percent reduction in the cost of capital.

"President Bush and our representatives in Washington clearly recognize that there are serious problems facing the nation's capital equipment manufacturers," said Don F. Carlson, president of The Association For Manufacturing Technology (AMT). "The expensing of 30 percent of equipment purchases contained in the newly passed economic stimulus package shows that. It provides the engine that will drive the investment that will pull our economy out of recession while providing long-term increases in productivity. I congratulate them on adopting this pro-growth legislation. It is good public policy."

The temporary tax relief applies to equipment ordered between September 11, 2001 and September 11, 2004 and placed in service by December 31, 2004. That the 30 percent expensing allowance survived to final passage and enactment is due in no small way to the many AMT members and other capital goods producers that let their Members of Congress know of the desperate situation the industry is facing.

AMT-The Association For Manufacturing Technology is a Washington, D.C.-based trade association. AMT is engaged in supporting, enhancing and promoting the manufacturing technology activities of its 370 member companies who manufacture machines, related equipment, products or software used in the process of manufacturing discrete durable goods. *NAPS*

Summer Recipes

Pasta with Rapid Ratatouille Sauce

1 medium onion, about 8 ounces; 3 cloves garlic; 3 tablespoons olive oil; 1 green bell pepper; 10 to 12 ounces eggplant (about 2 Japanese or baby eggplants); 2 small to medium zucchini, 10 to 12 ounces; two 14.5-ounce cans diced tomatoes; 2 teaspoons salt plus more to taste; 12 ounces dried capellini (angel hair) or any fresh unstuffed pasta shells; 20 large basil leaves; ½ cup pitted black oil-cured olives; freshly ground black pepper; red pepper flakes to taste; grated Parmesan passed at the table.

1) Run the hot-water tap and put 2 quarts hot tap water in each of 2 pots (one large enough to eventually hold all the water and pasta). Cover and bring both pots to a boil over high heat, 8 to 10 minutes.

2) Meanwhile, put a 12-inch saut pan or Dutch oven over medium heat. Peel the garlic. Drop the garlic down the chute of a food processor with the motor running to finely chop. Stop the motor, then peel and quarter the onion. Add the onion to the food processor. Pulse just until chopped. (Or chop the garlic and onion by hand.) Add the oil to the saut pan and increase the heat to high. Add the garlic and onion and stir.

3) Cut the eggplant into 1/2-inch cubes. (Do not peel.) Add to the saut pan and stir. Cut the top from the bell pepper. Stand it upright and cut down inside the four walls, separating the walls from the center core and seeds. Then cut the walls and top into thin strips. Add to the saut pan and stir. Trim the ends of the zucchini. Cut into quarters, lengthwise, then crosswise into 1/2-inch wide pieces. Add to the saut pan and stir. Open the cans of tomatoes and add to the saut pan. Stir and cover.

4) As soon as the pasta water boils, pour the water from the smaller pot into the larger pot. Add 2 teaspoons salt and the pasta. Stir well, cover, and return to a boil. Stir well again, partially cover, and cook for about 4 minutes, stirring at least one more time, or until the pasta is done to your taste.

5) While the pasta cooks, stack the basil leaves, roll in cigar fashion, and cut crosswise into thin ribbons. Coarsely chop the olives. Add all but 2 tablespoons of the basil, the olives, and salt, black pepper, and hot pepper flakes to taste to the saut pan. Lower the heat to medium, stir well and cook, uncovered, until the pasta is done.

6) When the pasta is cooked, drain, and divide among 4 individual soup plates or pasta bowls. Spoon the ratatouille sauce over each and sprinkle with the remaining chopped basil. Serve with grated Parmesan at the table. Serves 4

Potato Buttermilk Biscuits

1 cup Idahoan Complete mashed potatoes; 2 cups all purpose flour; 2 teaspoons baking powder;2 teaspoons baking soda; ½ teaspoon salt; 1/4 cup butter or margarine, melted; 3/4 cup buttermilk.

Prepare potatoes as directed on package, set aside. In a large bowl, combine flour, baking powder, baking soda and salt. With pastry blender, or two knives used scissors-fashion, cut in butter until mixture resembles coarse crumbs. Stir in mashed potatoes and buttermilk until mixture comes together. Shape into a ball.

On lightly floured surface, knead dough 30 seconds. Pat dough into a 3/4-inch thick piece. With 1/2-inch round cookie cutter, cut out circles, (including scraps) to make 12 rounds.

Place on greased cookie sheet, about 1 inch apart. Bake in a 350 F. oven for 10 to 12 minutes, until golden and puffed. Remove to wire racks to cool slightly. Serve warm. Makes: 12 servings.

Bucci's Insalata Pizza

Pizza Crust: 4 cups all purpose flour, divided; 1 tsp. salt; 2 tsp. sugar; 1 tbsp. instant dry yeast; 1-1/2 cups very warm water; 1 tbsp. corn meal.

Toppings: 9-10 California roma tomatoes, sliced; 3 tbsp. olive oil, divided; 1 tbsp. balsamic vinegar; 1/4 tsp. salt; 1/4 tsp. black pepper; 2 heads of garlic, roasted, peeled and chopped;1/2 cup crumbled goat cheese; 1 tbsp. chopped fresh mint; 2 tbsp. chopped arugula.

Directions: Marinate tomatoes and roasted garlic while preparing dough.

To roast garlic: Slice top of garlic just enough to expose garlic cloves. Place on a square of foil, drizzle with 1 Tbsp. of olive oil and wrap up tightly in foil. Place in a 400 F oven for 30 minutes until golden and soft. Cool. To remove garlic cloves, gently press skins and cloves will pop out. Slice thinly.

Place sliced tomatoes in a non metallic bowl with 1 Tbsp. olive oil, vinegar, salt and pepper for at least 30 minutes at room temperature.

In a large mixing bowl combine 3 cups flour with salt, sugar and yeast. Add warm water (warmest temperature from the faucet), and stir vigorously with a wooden spoon, until dough is combined and sticky. Gradually add only as much remaining flour as necessary to make a soft dough. Remove to a clean counter and knead for 10 minutes until smooth and elastic, more flour may be necessary for a soft, yet firm dough. Place in an oiled bowl until double in bulk, about 20 minutes.

Roll out dough, or using hands, push out into a 16 inch circle. Place on a pizza stone or large round baking sheet which has been sprinkled with corn meal, this prevents sticking. Brush dough with remaining olive oil.

Arrange marinated tomatoes over surface, dot with roasted garlic and goat cheese. Bake in a 450 F oven for 15 minutes until crust is golden and tomatoes are bubbly. Sprinkle with mint and arugula and slice. Serve hot or at room temperature. Makes 6-8 servings.

All-Occasion Cookies

1 package (18.25 oz.) white cake mix; 2-3/4 cups all-purpose flour; 1 pound (4 sticks) butter or margarine, divided (do not use vegetable oil spread); milk or beaten egg whites (optional).

Optional decorations: colored sugar crystals; sprinkles; chopped nuts; icing; melted chocolate; powdered sugar.

1. Preheat oven to 350 F. In Small Batter Bowl, microwave 2 sticks of butter on High 1 minute or until melted. Slice remaining butter into 1/2-inch pieces; add to melted butter, tossing to coat. Let stand 3-5 minutes or until softened.

2. Meanwhile, in large bowl, combine cake mix and flour; blend well using Stainless Steel Whisk, breaking up any large lumps. Whisk butter until smooth and free of lumps. If necessary, microwave butter an additional 10-20 seconds or until creamy and pourable. Do not melt completely.

3.Pour butter all at once into dry ingredients. Mix until dry ingredients are incorporated and dough is smooth. (If dough is too stiff to stir, knead by hand until smooth.)

4. Form cookies as desired. To decorate cookies before baking, brush unbaked cookies lightly with milk or egg whites using Pastry Brush and sprinkle with colored sugar crystals, sprinkles or finely chopped nuts.

5. Bake cookies on flat Baking Stone 15-17 minutes or until very light golden brown. Cool 3 minutes on baking stone; remove to Stackable Cooling Rack. Cool completely. To decorate cookies after baking, use icing or melted chocolate, or sprinkle with powdered sugar.

Forming Cookies

Pressed cookies: Fill Cookie Press, fitted with disk of your choice, with dough. Press dough onto flat baking stone, 1 inch apart. Yield: 8 dozen cookies.

Cutout cookies: Turn dough out onto well-floured Cutting Board. With floured hands, gently knead dough, adding up to ½ cup additional flour as needed to form a firm dough. Divide dough into 3 equal portions. Shape each portion of dough into an 8-inch disk. Generously flour surface of cutting board or counter top. Roll one disk of dough out evenly to 1/8-inch thickness using Baker's Roller. Cut cookie shapes using Bread Tubes; transfer to flat baking stone, 1 inch apart. Yield 21/2 dozen cookies.

Drop cookies: If desired, stir ½ to 1 cup (any combination) of the following ingredients into the dough: chocolate morsels or miniature candy-coated chocolate pieces; toffee bits; chopped nuts or candies; or dried fruit. Using Small Scoop, drop level scoops of cookie dough onto flat baking stone, 2 inches apart. Yield: 7 dozen cookies. *NAPS.*

Remaining a Constant in Shifting Markets

by Lars Nyberg

For many companies, the rules of business have changed.

"Commoditization" and the declining profit margins associated with this market dynamic-has become one of the main challenges facing most industries today. From the entertainment field to telecommunications, commoditization is a growing trend. The shift has shortened business cycles and required even faster decision making.

The complexity of those decisions has increased, while any room for error has decreased. In addition, the demands of a global marketplace require companies to operate 24 hours a day, seven days a week. So how do you compete effectively in this new environment?

You follow an old-fashioned business principle: Build relationships with your customers. The key to creating lasting and valuable customer relationships is information. Companies must be able to transform the massive amounts of data they collect into a usable, actionable resource. Then they must get that information into the hands of their employees on the "front lines" of customer service-all in real time. That's where technology comes into play to provide a single, integrated view of a business-an integrated decision architecture, the foundation of which is an enterprise data warehouse. That's where true knowledge management begins.

For example, imagine you are in the courier business. You have a disabled plane in Seattle with 20,000 packages on board, some with delivery guarantees. In less than 15 minutes you need to decide how to handle the situation. To make the best choice, you need a variety of information, including: What is the profitability by package? What is the strategic value of each customer (beyond profitability)? What is the service history of each customer? Once you've prioritized your packages, you still need to consider what's going where, alternative shipping options, etc. Situations such as these illustrate the complexity of the decision itself and the importance of ensuring that employees on the front lines have access to the relevant data and the tools to turn that data into information, fast.

Decision making is not a static process, and an enterprise data warehouse is the only technology foundation that can deal with all the variables-and all the realities-of doing business today and tomorrow. An enterprise data warehouse brings various sources of data together into a single enterprise-wide picture of an organization. The technology enables companies to put the power of information in the hands of employees who need it, when they need it. That empowers workers to make better, faster decisions-and for many businesses, that has become the real bottom line.

For more information, visit www.ncr.com or www.teradata.com.

Lars Nyberg is chairman and chief executive officer at NCR Corporation (NYSE: NCR) NCR is the leading provider of relationship technology solutions, including the Teradata database and analytical applications, automated teller machines and store automation systems. NCR is ranked number one worldwide in data warehouses above one terabyte in size. *NAPS*

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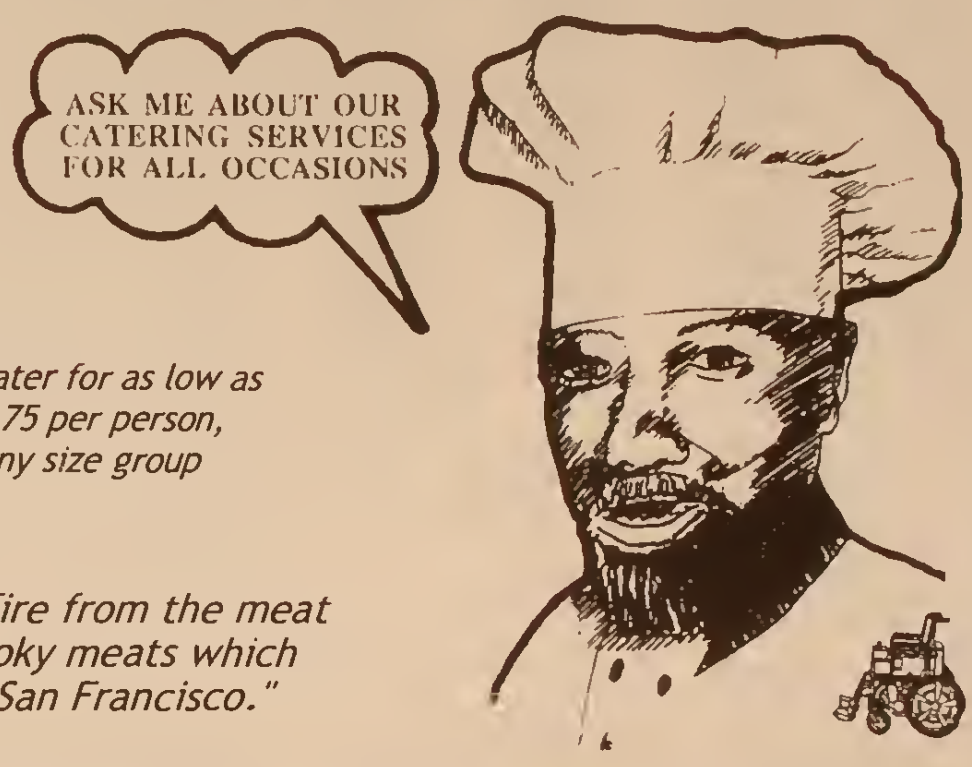

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Chicago	Royals	Philadelphia	Rangers
White Sox	Los Angeles	Phillies	Toronto
Cincinnati	Dodgers	Pittsburgh	Blue Jays

Historic Proportions

Match clues to answers.

1936

1. Two grand slams in one baseball game on May 24.
2. Pan-American Conference opened here on Dec. 1.
3. Opened in New York on July 11.
4. Elected to second term as president of United States on Nov. 3.
5. New king of Great Britain on Jan. 21.
6. Civil war broke out here in July.
7. World Series winners in five games on Oct. 6.
8. He became King of Egypt on Apr. 28 at the age of 16.
9. Span opened in San Francisco on Nov. 12.
10. Italy conquered African nation on May 9.
11. Train set long distance speed record on Oct. 23.
12. Olympic Games opened here on Aug. 1.
13. Star track athlete from U.S. during Games.
14. Thousands of railroad workers went on strike on May 18.
15. New president for Cuba on Dec. 24.
16. Construction on Feb. 11 began in San Francisco Bay.
17. Nominated on June 12 as Republican candidate for president.
18. Champions of the NFL for 1936.

A. Denver Zephyr
B. Federico Laredo Bru
C. Ethiopia
D. Bay Bridge
E. Berlin
F. Mexico
G. Alfred Landon
H. Farouk
I. Jesse Owens
J. Green Bay Packers
K. Franklin D. Roosevelt
L. Treasure Island
M. Triboro Bridge
N. Tony Lazzeri
O. New York Yankees
P. Spain
Q. Edward VIII
R. Buenos Aires

Answers: 1-N; 2-R; 3-M; 4-K; 5-Q; 6-P; 7-O; 8-H; 9-D; 10-C; 11-A; 12-E; 13-I; 14-F; 15-B; 16-L; 17-G; 18-J.

Sez Who?

Match quotes to speakers

1. "It's no use to blame the looking glass if your face is awry."
2. "Only two classes of books are of universal appeal: the very best and the very worst."
3. "A minute's success pays the failure of years."
4. "One of the disadvantages of wine is that it makes a man mistake words for thoughts."
5. "He that lives upon hope will die fasting."
6. "Honor lies in honest toil."
7. "As a cure for worrying, work is better than whiskey."
8. "It ain't no use putting up your umbrella till it rains."
9. "Enthusiasm is the greatest one-word slogan for living ever devised."

A. Robert Browning
B. Benjamin Franklin
C. Samuel Johnson
D. Paul J. Meyer
E. Nikolai Gogol
F. Grover Cleveland
G. Ford Maddox Ford
H. Alice Hegan Rice
I. Thomas Edison

Answers: 1-E; 2-G; 3-A; 4-C; 5-B; 6-F; 7-I; 8-H; 9-D.

Five Years Ago In the Grapevine

JULY 1997

*Key leaders from the Visitacion Valley community, businesses, neighborhood associations and educational institutions met July 2 at Visitacion Valley Community Center (VVCC) to discuss expansion of a recently formed steering committee for community outreach on the forthcoming demolition of Geneva Towers.

*Tiffany Ng, a past student of Visitacion Valley Elementary School graduated from Herbert Hoover Middle School as valedictorian of her class.

*A brutal triple-murder at a Campbell Avenue home June 9 took the life of Linda Mendoza-Fabbiani who was a part of the VVCC team.

*Friends of Visitacion Valley Parks continued efforts to establish and maintain community gardens.

Sump, the Grump

Lowering the Cost Of Cleaner Air

by W. Henson Moore

In 1961 American author Joseph Heller wrote his award-winning war satire "Catch-22". The title refers to a situation whose desired outcome is impossible because of illogical rules governing the situation. The U.S. Environmental Protection Agency (EPA) has a whopper of a Catch-22 in its New Source Review (NSR) program. The program applies to businesses, but if it applied to everyday citizens here's how it might play out:

Let's say your car passes its annual emissions inspection and a few months later you decide to spend $20 on a new oil filter. You apply to the EPA for a permit for the new filter. After 18 months of waiting around, the EPA gets back to you. They tell you they have completed an environmental impact study of your new oil filter and have concluded the new filter will make your car operate more efficiently. Good news? Not to the EPA. They further conclude this means you will begin driving your car much more, thus polluting more. To guard against these potential increased emissions, EPA makes you install a new catalytic converter which costs $350.

Makes you want to get a few more miles out of the old oil filter, doesn't it?

Now imagine that Catch-22 on an industrial scale. After decades of bureaucratic tinkering, NSR has become a stumbling block to the routine maintenance that keeps a plant operating safely, and even for simple projects that would have clear environmental and energy benefits.

For example, a paper mill wanted to change its boiler to reduce air pollution and save about $1 million per year on the plant's natural gas bill. But the EPA said the change would increase "potential emissions" at the plant and demanded the installation of $17 million worth of pollution control technologies to "reduce" these phony "potential emissions." Of course, the project was killed-nobody is going to invest $17 million to save $1 million.

Now, President Bush is poised to announce much-needed NSR reforms. Without even looking at the President's proposals, environmental activists have declared any change to the program will harm the environment. It's time to clear the air about NSR reform. Environmental regulations should encourage companies to reduce pollution, not force them to abandon beneficial projects.

Mr. Moore is president and CEO of the American Forest and Paper Association and former Deputy Secretary of Energy under former President George Bush NAPS

125 Years Being Part of America's Homes

What's hot, delicious, nutritious and has been a part of America's households for 125 years?

The answer is a popular brand of oatmeal, which this year celebrates its 125th anniversary as the nation's number-one choice for a nutritious, hot breakfast cereal.

Beyond its proven health benefits, Quaker Oatmeal's new flavors and convenient varieties have helped make oatmeal an American staple found in eight out of 10 households.

Quaker Oats was the first trademarked breakfast cereal in the U.S. and is one of the very few consumer foods still around after 125 years.

"It's easy to understand why it has become an icon," says David Kimbell, marketing manager for Quaker Oatmeal. "Americans recognize our popular red, white and blue package and know it delivers healthful and wholesome nourishment."

For generations, Americans have turned to oatmeal for its nutritional value. It has numerous proven health benefits-from improving heart health by lowering cholesterol to helping maintain healthy blood sugar levels, helpful for people with diabetes.

More than 40 scientific reports have been published-and others are being published nearly every year-linking oatmeal consumption to health benefits.

Founded in 1877, Quaker has spent the last 125 years providing consumers with innovative products that fit their ever-changing daily lifestyles. As the American diet has evolved, so has the way people eat oatmeal.

After the familiar round box was introduced in 1915 (previously it was square), the company introduced Quick Quaker Oats in 1922 as one of America's first convenience products.

The familiar Quaker man trademark has been updated only three times since 1877. In 1957, Chicago artist and illustrator Haddon Sundblom updated the original line drawing to a full-color portrait of the Quaker man, and in 1972, John Mills painted the image that appears on packages today.

No matter the variety, Americans eat more oatmeal in January than in any other month. In January 2001, Americans bought more than 34.6 million pounds of Quaker Oatmeal-enough for 346 million bowls. Milk, followed by sugar, are tops among favorite oatmeal toppings.

While piping hot in a bowl is the preferred way Americans enjoy their oats, oatmeal cookies are a strong second. NAPS

Car Bargain Hunters Should Beware of Curbstoners

Searching for a great deal on a used car? What you don't know can hurt you.

A type of fraud known as curbstoning involves individuals-posing as private sellers-who are dealing in multiple vehicles without a license, which is illegal in most states. These scam artists frequently sell vehicles reputable dealers won't touch because of hidden problems that affect both the vehicle's safety and resale value.

Herta Soman learned about curbstoning the hard way. She purchased a '97 Honda for $15,000 from a so-called "private seller," only to learn the vehicle's warranties were void because the car had been totaled.

"I was angry-I was in shock," said Soman when a Carfax report showed that her car had a salvage title. "I feel like I'm driving a fraud."

Soman is not alone. Law enforcement officials estimate that anywhere from 60 to 90 percent of the cars advertised in classified ads or at the curb are sold by unlicensed dealers.

"Unfortunately, dishonesty sometimes is very profitable," laments John Creel, a Consumer Investigator who has been combatting curbstoners for years.

"You may hear from the curbstoner that he's selling it for his relative or friend who's just been deployed overseas," he says, warning that the curbstoner is just saying whatever it takes to gain buyers' confidence. Creel explains that vehicles are picked up at junkyards or salvage auctions cheaply. Curbstoners do minimal work to make the vehicles appear safe and sound, and then pass them off to an unsuspecting public as safe, reliable family cars.

"You don't tell him you got it a week ago, and you cleaned it up and now you're selling it," reveals a former curbstoner caught by Creel. "It's possible even to hide the fact that a car has been totaled by registering it or changing the title in another state," he says.

While consumer investigators like Creel continue to crack down on curbstoners, companies such as Carfax are working to educate and protect consumers from these rip-offs. Here are some tips Carfax offers consumers to help them avoid being a curbstoner's next victim:

*Look at a driver's license and the vehicle's title; if the names on the two documents don't match, don't buy the car.

*Ask the seller for a detailed vehicle history that will reveal hidden problems in a car's past like a salvage history, odometer fraud or flood damage. Or, ask for the VIN and run a history yourself on Carfax.com.

*Take the car to a trusted mechanic for a pre-purchase inspection.

*Check the phone number; if the same phone number appears in multiple ads, the seller is probably curbstoning.

A consumer's best protection against curbstoned vehicles is to purchase from a reputable dealer. Dealers who use a vehicle history service like Carfax.com to screen vehicles, keep questionable vehicles off their lots and away from customers. Consumers should always view or run a vehicle history report before purchasing a pre-owned vehicle to know the vehicle's true background. NAPS

As a Matter of Fact

*The first car radio was installed in a Model T in 1914. Unfortunately, it only worked when the car wasn't moving.

*The first movie ever shown on an airplane was *By Love Possessed*, starring Lana Turner, in 1961.

*In 1632, the children's hospital in Norwich, England began including two gallons of beer in the weekly ration for each child.

*Common foods that provide the nutrient known as *isoflavones* include apples, cherries, dates, carrots, garlic, potatoes, soybeans and parsley.

*Barbed wire was invented in 1873.

*The Heimlich maneuver was introduced by (and named after) Dr. Henry Heimlich in 1974.

*The first U.S. pizzeria opened on Spring Street in New York City in 1895.

*Nylon was developed by scientist William Hume Carothers in 1935.

*The three-masted sailing ships that brought tea from China to England were often called Tea Wagons.

In 1866, Alfred Nobel invented dynamite. To make up for its potential for harm, he established the Nobel Peace Prize in 1901.

*The National Football League first made the wearing of helmets mandatory in 1943.

*A group of geese on the ground is a gaggle, a group in the air is a skein.

*Woven cloth was first developed in Mesopotamia around 5000 B.C.

*The Periodic Table of Elements was created by Russian chemist Dmitri Mendeleyev in 1869.

*No piece of square dry paper can be folded in half more than seven times.

*The submarine was invented by Dutch engineer Cornelius Drebbel in 1620.

*The first Boston Marathon was held in 1897 with just 18 runners.

*The concept of insurance ws introduced in England in 1680 by economist Nicholas Barbon.

*The first bubble gum was created by accountant Walter Diemer in 1928.

*The *cubit* was a standard measure of length among the Hebrews. It was the distance from the elbow to the tip of the middle finger of a grown man. The standard cubit was about 17.5 inches; the royal cubit about 20.5 inches.

*Before 1941, fingerprints were not accepted as evidence in court because it was not an established fact that no two sets of fingerprints were alike.

*The QUERTY arrangement of keys on a typewriter was developed by Christopher Sholes in 1873, placing the most commonly used letters farthest apart so type bars wouldn't jam.

*The first successful blood transfusion was performed in France in 1667.

*The first zoo in America was established in Philadelphia in 1874.

*Cyberspace is a term coined by science fiction writer William Gibson, referring to the virtual world that exists within the conjunction of computers, telecommunication networks, and digital media.

*In the 1890s, the Victor Talking Machine company of Camden, New Jersey introduced the first flat phonograph record.

*Whiskey is spelled with an "e" if it's made in North America or Ireland; without an "e" – whisky – if it comes from another country.

*Texan Charles Goodnight crossed wild American bison with European cows to produce a breed called cattalo. He is also credited with devising the first chuck wagon.

*In 1825, an English locomotive builder named George Stephenson constructed the world's first public railroad. The line operated between the towns of Stockton and Darlington, a distance of about 20 miles.

*The name for the herb wild oregano comes from the Greek words *oros ganos*, meaning *joy of the mountain*. It is also known as wild marjoram.

*In 1938, Northwestern University conferred an honorary degree on ventriloquist Edgar Bergen's dummy, Charlie McCarthy.

*In the Middle Ages, the first esquires were candidates for knighthood. Now, in America, Esq is used chiefly as a courtesy title when addressing letters to lawyers.

Visitacion Valley Police Log

*May 3: 12:05 a.m., 300 block of Campbell Ave., grand theft from locked auto.

*May 3: 12:45 a.m., Santos St. & Brookdale Ave., robbery, bodily force.

*May 3: 4 p.m., 2200 block of Geneva Ave., robbery of service station with bodily force.

*May 3: 9:45 p.m. Girard St. & Wilde Ave., robbery on street, strong-arm.

*May 5: 11 a.m., 500 block of Raymond Ave., burglary, attempted forcible entry.

*May 5: 8 p.m., Delta St. & Visitacion Ave., grand theft from locked auto.

*May 5: 9 p.m., 100 block of Desmond St., grand theft from locked auto.

*May 6: 7:15 a.m., 000 block of Campbell Ave., burglary of residence, forcible entry.

*May 6: 8:30 a.m., 1200 block of Girard St., burglary of apartment house, forcible entry.

*May 6: 6:15 p.m., Sunnydale Ave. & Peabody St., robbery, bodily force.

*May 7: 8 a.m., 200 block of Blythdale Ave., burglary of apartment house, forcible entry.

*May 8: 8 a.m., 1900 block of Sunnydale Ave., burglary of residence, forcible entry.

*May 8: 3:20 p.m., Santos St. & Velasco Ave., robbery on street, strongarm.

*May 8: 7 p.m., 000 block of Blythdale Ave., burglary of residence, forcible entry

*May 10: 8 a.m., 500 block of Sunnydale Ave., burglary of residence, forcible entry.

*May 10: 7:45 p.m., 200 block of Blythdale Ave., burglary of residence, forcible entry.

*May 11: 10:36 a.m., 100 block of Santos St., grand theft purse snatch.

*May 12: 7:20 p.m., 1700 block of Sunnydale Ave., robbery on street, strong-arm.

*May 13: 12:15 p.m., 400 block of Raymond Ave., burglary, unlawful entry.

*May 13: 7:30 p.m., 300 block of Raymond Ave., burglary, forcible entry.

*May 13: 10:55 p.m., Sunnydale Ave. & Hahn St., robbery on street, strong-arm.

*May 14: 6 p.m., 200 block of Velasco Ave., burglary, forcible entry.

*May 15: 6:50 a.m., 1600 block of Sunnydale Ave., burglary of residence, forcible entry.

*May 16: 10:30 a.m., 000 block of Leland Ave., burglary, unlawful entry.

*May 17: 8:40 p.m., 000 block of Santos St., robbery, bodily force.

*May 18: 3:20 a.m., 000 block of Blythdale Ave., aggravated assault with gun.

*May 19: 2:45 a.m., Geneva Ave. & Santos St., attempted homicide with knife.

*May 19: 8 p.m., 1500 block of Sunnydale Ave., burglary of residence, attempted forcible entry.

*May 20: 5 p.m., 200 block of Velasco St., burglary, forcible entry.

*May 22: 11:10 a.m., 100 block of Cora St., burglary of residence, forcible entry.

*May 23: 8 a.m., 200 block of Raymond Ave., burglary of apartment house, unlawful entry.

*May 23: 8 a.m., 1000 block of Girard St., grand theft from building.

*May 23: 2 p.m., Sunnydale Ave. & Hahn St., robbery on street, strong-arm.

*May 24: 7 p.m., Santos St. & Velasco Ave., attempted grand theft, purse snatch.

*May 25: 9:40 a.m., Velasco Ave. & Santos St., aggravated assault with bodily force.

*May 25: 10 a.m., 300 block of Leland Ave., burglary, apartment under construction, forcible entry.

*May 25: 12 noon, Sunnydale Ave. & Santos St., robbery, bodily force.

*May 27: 9:30 a.m., Geneva Ave. & Carrizal St., robbery on street, strong-arm.

*May 30: 7:18 p.m., 000 block of Rey St., aggravated assault with deadly weapon.

*May 31: 6:30 p.m., 1300 block of Goettingen St., grand theft from locked auto.

*May 31: 8:50 p.m., 400 block of Wilde Ave., robbery on street, strong-arm.

*June 1: 2:45 p.m., 200 block of Alpha St., attempted robbery with bodily force.

*June 1: 8 p.m., 1800 block of Sunnydale Ave, burglary of residence, forcible entry.

*June 2: 12:30 a.m., 100 block of Britton St., grand theft auto strip.

*June 3: 5:25 a.m., Bayshore Blvd. & Arleta Ave., grand theft purse snatch.

*June 3: 11:25 a.m., Sunnydale Ave. & Santos St., robbery, bodily force.

*June 4: 5 p.m., 200 block of Velasco Ave., burglary of warehouse, forcible entry.

*June 4: 6:45 p.m., Elliot St. & Raymond Ave., aggravated assault with gun.

*June 4: 10 p.m., 000 block of Delta St., burglary, hot prowl, forcible entry.

Muni Awards Light Rail Contract to Local Contractor

Muni awarded a trolley pole and streetlight assembly procurement contract on May 30 to a local family owned business.

Omega Pacific Electrical Supply, Inc, which has been doing business in Bayview Hunters Point since 1996, received a contract that includes manufacturing, testing and delivery of light pole assembly for the entire Third Street Light Rail Project. Muni will procure approximately 500 fully assembled trolley poles, streetlight luminaries and decorative luminary mast arms.

"I hope to do a good job and stay on schedule and on budget," said Todd Lewis, principal of Omega Pacific which purchases its supplies and services from businesses in the surrounding neighborhood.

Construction Outreach Meeting

A quarterly outreach construction meeting of the Third Street Light Rail Project will be held at the Southeast Community Facility's Alex L. Pitcher Community Room, 1800 Oakdale Ave. (near Phelps) on Thursday, July 25 at 6:30 p.m.

A Five-Day Challenge To Try Something New

by Elizabeth Pivonka, Ph.D., President, Produce for Better Health Foundation

If you're like most of us, you glance at the unfamiliar but intriguing items in the produce department and head for your old standbys. Typical family fare consists of the same 20 or so items each week.

So my challenge to you is to try at least one new fruit or vegetable each week. The rules of this challenge are really pretty easy. You don't even have to prepare the "new" item. Expanding your fruit and vegetable repertoire while dining out is allowed. Actually, it's a good idea because most restaurant folks are flattered when asked to share their recipes.

Beyond the sheer pleasure of enjoying some wonderful new tastes, eating a wider variety of fruits and vegetables has some important health benefits. There are hundreds of vitamins, minerals and phytonutrients in fruits and vegetables that help protect us from diseases like cancer, heart disease, cataracts, and high blood pressure.

Each fruit or vegetable has a different combination of nutrients, and no one has them all. We don't have all the answers yet, but scientists believe it is not just the nutrients in foods that help prevent disease, but the way these nutrients work together when eaten as part of a healthy diet.

I like to use color as a guide to variety. Choosing red, green, yellow, orange, blue and white fruits and vegetables is an easy way to get the biggest number of healthful nutrients. My kids even help by checking to see how many different colors of fruits and vegetables we have in our shopping cart.

Here are some ideas to get you started.

Baby Bananas: These miniature, slender bananas are a bit sweeter than regular bananas. They are a kid-sized treat that can be eaten whole or cut up on cereal. Baby bananas, also known as Ni±o, Ladyfinger or Finger bananas, are ready to eat when the skin is yellow with brown spots. For a special treat, top the peeled bananas with a little brown sugar, cinnamon and a squeeze of lime juice and bake at 350 degrees until they are soft and bubbly-about 20 minutes.

Papaya This fruit has a delicate tropical flavor that is uniquely refreshing. Ripe fruit is soft with a skin that is mostly yellow. Cut the papaya in half lengthwise, scoop out the black seeds, and enjoy the beautiful orange flesh. A papaya smoothie is delicious and as beautiful as a tropical sunset. Just combine the peeled and seeded flesh of a ripe papaya with a scoop of low-fat vanilla ice cream and a splash of orange juice in a blender until smooth and creamy.

Squash. Mother Nature really outdid herself when it comes to squash. There are more than a dozen varieties, each with a unique shape, color, texture and flavor. The small acorn squashes that come in green, gold and white can be baked with or without a stuffing. Cut them in half and remove the seeds. Then fill the center with a mixture of diced apples, dried cranberries and cinnamon. Sprinkle them with a little fruit juice, cover and microwave or bake until they are tender. *NAPS*

Steel Continues Reign as North America's Most Recycled Material

Here's good news about American industry. Despite the sluggish economy in 2001, steel recycling rates advanced and steel continued its reign as North America's most recycled material. The Steel Recycling Institute (SRI) reports that the steel industry recycled nearly 66 million tons of scrap in 2001, resulting in an overall steel recycling rate of 67.8 percent-a 5.7 percent increase compared to 2000.

"High-strength steels are the fastest growing materials utilized in new vehicle production. Because these high-strength steels provide more protection with less mass, the steel industry recycled more steel from automobiles than was utilized in the production of new vehicles, thus resulting in an automobile recycling rate greater than 100 percent," commented Bill Heenan, President of the Steel Recycling Institute.

For more information about steel recycling, visit www.recycle-steel.org. *NAPS*

Senior Bingo

12:30 p.m. Every Tuesday, at Visitacion Valley Senior Center, 66 Raymond Ave. Come Join the Fun!!

July 2002

	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

San Francisco City Meetings

Aging 1st Wed 9:30a; Airport 1st/3rd Tu 3p; Arts 1st Mon 3p; Education 2 nd/4th Tu 7p; Health 1st/3rd Tu 3p; Housing Auth. 2nd/4th Th 4p; Human Rights 1st/3rd Th 4:30p; Library 1st Tu 5:30p; Planning Th 1:30p; Police Wed 5:30p; Port 1st Tu/3rd Wed 4:30p; Public Utilities 2nd/4th Tu 2p; Rec & Park 3rd Th 2p; Social Services 4th Th 9a; Status Women 4th Th 4p; Supervisors Mon 2p;

Visitacion Valley Community Center

Mondays: Senior Shopping 11:30 a.m.; **Tuesdays:** Senior Ceramics 9:30 a.m.-4 p.m., Senior Bingo 12:30 p.m.; **Thursdays:** Sewing Class 9 a.m.-3 p.m. **VVCC Regular Board Meeting** is held on the 4th Thursday of each month at 5 p.m. (except for May 2002 when held on the 2nd Saturday).

San Francisco City Services

ABANDONED CARS	781-JUNK
ANIMAL CONTROL	554-6364
BUS SHELTER DAMAGE	882-4949
CITY TREES (trimming)	695-2162
CRIME-STOPPERS (anonymous)	1-800-2GIVEINFO
DOMESTIC/FAMILY VIOLENCE	864-4722
DPW (days)	695-2017; (nights/weekends) 895-2020
EMERGENCY SERVICES	9-1-1
EMERGENCY SERVICES (cell-phone)	553-8090
GARBAGE SERVICE COMPLAINTS	255-3610
GRAFFITI CLEANUP (DPW)	241-WASH
GRAFFITI SUSPECT INFO	553-1603
INGLESIDE STATION (Anonymous 333-3433)	553-1603
LELAND AVENUE RESOURCE CENTER	585-2675
MAYOR'S OFFICE	554-7111
MAYOR'S NEIGHBORHOOD SERVICES	554-6110
NARCOTICS TIP LINE (anonymous)	1-800-CRACKIT
PARKING AND TRAFFIC PROBLEMS (DPT)	553-1200
POLICE (non-emergency)	553-0123
POTHOLE REPAIR	695-2100
SAFE (neighborhood watch groups)	673-SAFE
STREET LIGHTING CITY (out of order)	554-0730
STREET LIGHTING PG&E (wood poles)	693-3201
SUNNYDALE RESOURCE CENTER	586-7572
TRAFFIC SIGNALS (out of order)	550-2736
TRAFFIC ENGINEERING	554-2300
VVMS ANNONYMOUS HOTLINE	281-8406

Grapevine Want Ads

VOLUNTEERS WANTED for VVCC After School Program to tutor children ages 5-14 at one of our 11 sites in the Visitacion Valley area. Interested persons contact Dee Smith, VVCC After School coordinator: (415) 585-2059.

A LITTLE GOES A LONG WAY. The John McLaren Child Development Center seeks in-kind donations for our newly-created lending library: children's books and magazines; small children's furniture; writing and/or art supplies; educational/cultural games or posters. Thank you in advance for your kindness and generosity! Please send all donations to: John McLaren Child Development Center, 2055 Sunnydale Ave., San Francisco, CA 94134. Call 469-4519 if you would like for us to pick-up any materials.

BEEN THERE...DONE THAT! The Visitacion Valley Jobs, Education and Training Program (across from the site of the recently demolished Geneva Towers) is accepting TANF and GA clients for "Welfare to Work–Job Readiness Training." Classes are conducted by sensitive community trainers from Visitacion Valley. Got issues? No problem! We'll solve them together as you reach for your own self-sufficiency. Feel comfortable while you're trying to sell yourself into today's labor market. Contact Ann or Mary at (415) 239-2866 or 239-2877.

GRAPEVINE 15TH ANNIVERSARY ISSUE featuring a 10-page history of Visitacion Valley is still available in limited amount. Contact the Grapevine at 467-9300. By mail, single copies are $1 each. Send to: Visitacion Valley Grapevine, 50 Raymond Ave., San Francisco, CA 94134.

GRAPEVINE DISPLAY ADVERTISING now half off regular rates for a limited time. Full Page $75; 1/2 Page $40; 1/4 Page $22.50; 1/8 Page $12.50; 1/12 Page $7.50. Discount for three or more insertions. Call (415) 467-9300 for more details. ***Want Ads:*** 20 words for $1. Extra line 50 cents. Ad and payment should be received by 20th of prior month at Visitacion Valley Grapevine, 50 Raymond Ave., San Francisco, CA 94134.

Visitacion Valley Business Directory

Valley business and organization free listings in the 415 area code. Call the Grapevine at (415) 467-9300.

AQUARIUMS
ASIAN DISCUS AQUARIUM, 130 Leland Ave., 333-0772

AUTOMOTIVE
BAYSHORE AUTO, 2260 Bayshore Blvd., 467-6130
BAYSHORE SERVICE (mechanic) 2596 Bayshore Blvd., 239-5239
CHARLIE'S GARAGE (Charlie Awegh), 2550 Bayshore Blvd., 239-7450
T.W. AUTOMOTIVE (mechanic), 2500 Bayshore Blvd., 585-8281
VALLEY AUTO & TRUCK SUPPLY (Bill Conte), 2520 Bayshore Blvd., 239-5880

BANK
BANK OF AMERICA, 6 Leland Ave., 622-4501

BAKERS
CUNEO BAKERY, 96 Leland Ave., 239-6090
LITTLE QUIAPO BAKE SHOP, 169 Leland Ave., 239-2253

BARBERS
DeMASI'S BARBER SHOP, 35 Leland Ave.
THE SHOP (JB), 178 Leland Ave., 239-6709

BEAUTICIANS
ANGEL COIFFURES, 5 Leland Ave., 239-9891
MAY MAY BEAUTY SALON, 60 Leland Ave., 337-9381
MIZ RENA'S SALON, 19 Blanken Ave., 467-3399
NAILS BY JENNY, 50 Leland Ave., 333-6800
WHO'S BADD, 224 Leland Ave., 657-3156

BLIND CLEANING
SPEEDY ULTRASONIC BLIND CLEANING (commercial and residential), 1116 Girard St., 467-7506

BOARDING HOUSE
ABLE'S CASA, 850 Rutland St., 333-4664, fax 333-4693

BOOKKEEPERS
AMY ARAGON, PROFESSIONAL BOOKKEEPER, 467-8927
VERNA WALLACE E.A., 2320 Bayshore Blvd., 239-5333

CARPETS
HANSAN INTERIORS, 41 Leland Ave., 333-6382

CASKETS
CASKETORIUM, INC., 93 Leland Ave., 585-3451, Cell 722-8500

CHURCHES
CHURCH OF THE VISITACION, 655 Sunnydale Ave., 239-5950
IGLESIA EL ESPIRITU SANTO, 38 Leland Ave.
KOREAN FIRST PRESBYTERIAN CHURCH, 333 Tunnel Ave., 468-1213
RIDGE VIEW UNITED METHODIST CHURCH, 590 Leland Ave., 239-5457
ST. JAMES PRESBYTERIAN CHURCH, 240 Leland Ave., 586-6381
VALLEY BAPTIST CHURCH, 305 Raymond Ave., 467-6055
VISITACION CHINESE BAPTIST CHURCH, 8 Desmond St., 333-4503

CLOTHING
SPONA, 9 Leland Ave., 239-9631

COFFEE HOUSE
HAPPY DONUT, 2600 Bayshore Blvd., 469-5309

DAY CARE
CAROUSEL DAY CARE, 261 Hahn St., 469-5353

DENTIST
VISITACION VALLEY DENTAL OFFICE (Albert Kuan, DDS), 37 Leland Ave., 239-5500

DEVELOPERS
GENEVA VALLEY DEVELOPMENT CORP., 333 Schwerin St., 587-7895

ELECTRICAL
TATE ELECTRIC (Joel Tate), 467-4657

FLORISTS
IL FIORE FLOWERS, 2466 San Bruno Ave. 468-0145

GARDEN ORNAMENTS
SILVESTRI GAROEN ORNAMENTS, 2635 Bayshore Blvd., 239-5990

GROCERS
E-Z STOP MARKET, 2203 Geneva Ave., 585-9240
FIVE MILE MARKET, 3574 San Bruno Ave., 467-7300
K.C MARKET, 400 Wilde St., 467-3024
LITTLE VILLAGE MARKET, 1450 Sunnydale Ave., 586-1815
M & M SHORTSTOP, 2145 Geneva Ave., 585-0878
PICCOLO PETE, 2155 Bayshore Blvd., 468-6800
SARI-SARI FOOD STORE, 58 Leland Ave., 239-0580
7-11, 2200 Bayshore Blvd., 468-8646
SHUN LEE MARKET, 2400 Bayshore Blvd., 586-4851
SMITTY'S MARKET, 2610 Bayshore Blvd., 239-5506
SUPER FAIR MARKET, 201 Leland Ave., 239-6856
TEDDY'S MARKET, 298 Teddy Ave.
VALLEY SUPER MARKET, 65 Leland Ave., 239-7520

HERBS
KWOK HONG CHINESE HERBS, 57 Leland Ave., 585-8751
SAN ON HERBS, 33-A Leland Ave. 333-7469

HYPNOTHERAPY
VALERIE HABEGGER-HYPNOTHERAPY, 371 Teddy Ave., 468-5631

INSURANCE
ROBERT LEHMAN, CLTC, CMFC, 333-0850

KITCHEN CABINETS
LEE CHANG INTERNATIONAL, INC., 25 Leland Ave., 333-2730, fax 333-1706

LAUNDRY/CLEANERS
BAY WASH, 44 Leland Ave.
CITY WASH INTERNATIONAL, 83 Leland Ave., 333-9467
COIN WASH & DRY LAUNDRY, 186 Leland Ave.
FORTY-NINER CLEANERS (David Chan), 51 Leland Ave., 239-6418
LELAND AVENUE CLEANERS, 151 Leland Ave., 586-1412
VALLEY LAUNDRY, 90 Leland Ave
VISITACION VALLEY LAUNDRY, 108 Leland Ave., 239-9030

LEARNING
3-N-1 LEARNING ACADEMY, 240 Leland Ave., 584-8555
VISITACION VALLEY COMMUNITY BEACON CENTER, 450 Raymond Ave., 452-4907
VISITACION VALLEY FAMILY SCHOOL, 325 Leland Ave., 585-9320

LIBRARY
VISITACION VALLEY BRANCH, 45 Leland Ave., 239-5270

LODGING
THRIFTLODGE, 2011 Bayshore Blvd., 467-8811

MANUFACTURER
NATIONWIDE PAPER, 345 Schwerin St., 586-9160

MEDICAL
AMERICAN RED CROSS, BAY AREA CHAPTER, 1704 Sunnydale Ave., 584-3620
HAWKINS VILLAGE MEDICAL CLINIC (Dept. of Public Health), 333 Schwenn St., Appointments 715-0310
DR SAM HO, MD, 9 Silliman St. No. 4, 337-6135
NORTH EAST MEDICAL SERVICES, LELAND AVENUE, 82 Leland Ave., 391-9686 (ask for Leland Avenue clinic)
PORTOLA FOOT & ANKLE CLINIC (Dr. Divyang Patel) 2858 San Bruno Ave. 467-7500

NOTARY
ROYAL PACIFIC MORTGAGE & REALTY, 46 Leland Ave., 333-4900

ORGANIZATIONS
ASIAN PACIFIC AMERICAN COMMUNITY CENTER, 2442 Bayshore Blvd., 587-2689
GENEVA TERRACE PROPERTY OWNERS ASSOCIATION, 60 Burr Ave., 584-2700
GIRLS AFTER SCHOOL ACADEMY, 2050 Sunnydale Ave., 333 Schwenn St., 584-4044
JOHN KING SENIOR COMMUNITY, 500 Raymond Ave., 239-6233
LELAND HOUSE, 141 Leland Ave., 405-2000
SENIOR CENTRAL DISTRICT 7, 66 Raymond Ave., 330-1789
VISITACION VALLEY SENIOR CENTER, 66 Raymond Ave., 467-4499

PHARMACY
VISITACION VALLEY PHARMACY, 100 Leland Ave., 239-5811

PHOTOGRAPHER
WALTER CORBIN PHOTOGRAPHY (freelance), 435 Sawyer St., 587-9471, fax 337-8620

PLUMBING
MARK VOELKER PLUMBING, 99 Arleta Ave., 467-7401

POST OFFICE
VISITACION USPO, 68 Leland Ave., (800) 275-8777

REAL ESTATE
CAMERON-JONES, INC (Cathy Kline Saunders), 334-0800

RESTAURANTS
CLIFF'S BAR-B-Q & SEAFOOD, 2177 Bayshore Blvd. 330-0736, Fax 330-9813
G & L BAKERY & RESTAURANT, 198 Leland Ave., 239-6283
HONG YUN RESTAURANT, 73 Leland Ave., 469-5686
SUN FAI RESTAURANT, 30 Leland Ave., 587-2763
LUAN FAT BAKERY, 110 Leland Ave., 585-1167
RUSSIA HOUSE, 2011 Bayshore Blvd., 467-0252
SHIREL'S SOUL FOOD, 107 Leland Ave., 239-5141
TWO JACK'S RESTAURANT (seafood and burgers), 167 Leland Ave., 337-0433

SELF-DEVELOPMENT
DYNAMIC DEVELOPMENTS (Marjorie Ann Williams, CEO, Career and Self-Enhancements Specialist) 467-7608

SERVICE PROVIDERS
THE VILLAGE, 333 Schwenn St., 239-5045
VISITACION VALLEY BILINGUAL EDUCATION, SUPPORTIVE SERVICES & TRAINING (VVBESST), 120 Leland Ave., 586-7347
VISITACION VALLEY COMMUNITY CENTER (VVCC), 50 Raymond Ave., 467-6400
VVCC CHILDREN'S PROGRAM, 161 Leland Ave., 586-6998, Fax 586-8027
VISITACION VALLEY JOBS, EDUCATION AND TRAINING (VVJET), 333 Schwenn St., 239-2866

SIGNS
SMITH'S SIGNS, 153 Leland Ave., 333-2700

TAVERN
THE CLUB HOUSE, 25 Blanken Ave.

VIDEO
SIN FUNG VIDEO, 144 Leland Ave., 586-1038

Paving the Way Up a Valley Hill

After moving in trucks and heavy equipment, a construction crew in June made preparations to resurface a block of Tioga Avenue.

It Pays to Understand Your Credit Report

by David R. Wolff, Vice President, Consumer Relations, TransUnion

The U.S. functions in a credit economy, where a significant amount of business-to-consumer transactions are based on credit scores or assessing credit risk. Unfortunately, the average American does not usually recognize the importance of periodically checking his or her credit report and score.

Credit reports come into play when applying for a mortgage or auto loan, purchasing a cell phone plan, renting an apartment, getting insured, and more. Many people learn about the significance of their credit history only after being turned down for credit.

Lenders and credit grantors use your credit report and score as tools to determine whether to extend credit or approve a loan application. A credit score is one measure of how likely it is that you will repay a debt; and is based on the following information from your credit report:

*Credit information: Information about your accounts, including credit limit or loan amount, balance, date opened, monthly payment, and your payment histories for the last few years.

*Inquiries: Names of businesses or individuals who, with permissible purposes as stated in the Federal Fair Credit Reporting Act, have received a copy of your credit report. Excessive recent inquiries may indicate to lenders that you are taking on too much new debt.

*Public record information: Financial and credit risk-related information, such as bankruptcy records, state and county court records, tax liens and monetary judgments, etc.

Your credit report also includes identifying information-such as name, Social Security number, date of birth, and current and previous addresses-which are not part of your score.

Chicago-based TransUnion, a leading credit reporting company, encourages all consumers to obtain a copy of their credit report and score at least once a year to keep track of changes in their credit profiles.

If you notice incorrect information on one of your established accounts-perhaps a note about delinquency-you can dispute such information. To file a dispute or to update personal information, contact the credit reporting company that provided the report. While credit reporting companies and credit grantors do their best to ensure the accuracy of your credit file, it is still a good idea to personally review your report to confirm that no information is missing or incorrect.

If you think you may be a victim of identity theft or credit fraud, contact TransUnion's Fraud Victim Assistance Department at 1-800-680-7289.

For more information or to order a copy of your credit report, contact TransUnion at: www.transunion.com or call 1-800-888-4213. *NAPS*

SLUG Composting and Gardening Classes in July

**Campost Tea Recipes*, Saturday, July 13, 10 a.m.- 12 noon. Learn to take compost application one step further – make compost tea! You can use basic or worm compost to make a nutritious liquid fertilizer for your plants. Learn about new developments in pest and disease management using compost tea. Garden for the Environment, 7th Ave. at Lawton St. Free!

**Urban Composting in the Richmond (In Russian and English)*, Saturday, July 20, 10 a.m. - 12 noon. Turn your yard waste into rich soil for your plants. Come join a certified Compost Educator and learn how to turn that garbage into garden gold! Workshop offered in both English and Russian! Argonne Community Garden, 15th Ave. between Fulton and Cabrillo streets. Call (415) 285-7584 to register. Free!

**Build your own Planter Boxes and Compost Bins*, Saturday, July 27, 10 a.m. - 12 noon. Join the SLUG crew for this useful workshop demonstrating how to make your own garden planters and compost bins. Hands on experience and building techniques, as well as resources suppliers, will be covered. Garden for the Environment, 7th Avenue at Lawton Street. $5 members, $10 non-members.

Diagnosing Fraud Can Benefit the Consumer

The health and wealth of all Americans may both be better soon, thanks to cooperative efforts geared towards healing an expensive health insurance ailment-fraud.

With some estimates of total U.S. healthcare expenditures at one trillion dollars, even a relatively small percentage lost to fraudulent activity can translate into huge costs-$30 billion to $50 billion annually, according to the National Healthcare Anti-Fraud Association.

The good news is, law enforcement and the insurance industry are not taking the news of fraud lying down. The Blue Cross and Blue Shield Association (BCBSA) has established a national anti-fraud department in Washington, D.C. to stop healthcare fraud and limit its effects. In the year 2000, 290 million dollars in fraud losses were recovered.

The department is run by a seasoned anti-fraud veteran with more than 30 years of law enforcement and anti-fraud experience. The department will serve as a clearinghouse for the 45 independent Blue Cross and Blue Shield Plans to share information and will be the principal point of contact for Justice Department, FBI and other national criminal justice officials.

"Fraud cases run the gamut from unscrupulous labs performing unnecessary or inadequate tests, while billing insurance providers or the government for expensive lab work, to 'phantom billing' for services that were never rendered," says Scott Serota, president and CEO of the Blue Cross and Blue Shield Association.

Statistically, such joint law enforcement and insurance company ventures seem to be having an effect.

The FBI reports that since 1992, the Bureau has experienced a 400 percent increase in healthcare fraud convictions.

Dennis M. Lormel, section chief of the FBI's Financial Crimes Section attributes much of the increase to what he calls the dramatic rise in coordinated efforts between private industry insurers and law enforcement.

Until there's a cure for dishonesty, some say cooperative efforts of this type are the nation's best defense against fraud and the resulting lost healthcare resources. *NAPS*

Despite Concerns, Shareholders Not Taking Action to Minimize Risk

According to a new survey, investors are not taking significant action to minimize risk, despite concerns about the current bear market and recessionary economy.

Investor sentiment is split over whether the U.S. economy will experience a continued recession or an economic recovery in 2002. More than four in 10 (43 percent) believe the U.S. will experience a continued recession, and five percent are not sure whether the recession will continue. Only a slight majority (52 percent) say that an economic recovery will take place in 2002.

According to the third annual investor survey released by Eaton Vance Corp., fewer investors expect the S&P 500 and NASDAQ Composite Index to have positive returns in 2002, compared to last year. Less than half of investors (49 percent) believe that S&P 500 returns will be positive this current year (2002). When asked the same question at the beginning of 2001, 62 percent projected a positive return. Similarly, less than half of investors (44 percent) believe that returns for the NASDAQ Composite Index will be positive in the current year. At the beginning of 2001, 52 percent projected a positive return.

Six in 10 investors (61 percent) say that because of recent developments in the stock market, they have less appetite for risk. But most investors are not actually taking measures to diversify their portfolios or rid themselves of mutual funds and stocks that may be poor investments. Only one in four (25 percent) has ever redeemed or sold a mutual fund because of poor performance; only 16 percent have reallocated or increased their investments in bonds because of the recent volatility in the stock market; and only one in five has changed the amount he or she normally invests in mutual funds (21 percent) or individual stocks (19 percent).

Despite lowered expectations of investment returns, investors have not changed their philosophy or style of investing because of recent losses in the stock market. More say they are more comfortable being a momentum investor (42 percent) than taking a contrary approach (31 percent). More than half (54 percent) label themselves as growth investors rather than value investors (30 percent).

More than eight in 10 investors (81 percent) say that technology stocks will be a good (36 percent) or fair (45 percent) investment in 2002. Investors are more bullish about technology in this year's survey compared to last year's (76 percent good or fair investment). Nearly all investors (98 percent) say that technology stocks will be either a good (73 percent) or fair (25 percent) investment over the next three years. This is higher than last year (91 percent). Investor sentiment about technology stocks has not, however, corresponded with investment activity. Four in 10 (41 percent) say that they have decreased, rather than increased (18 percent), their exposure to technology stocks as part of their overall investment portfolio.

The uncertainty about the stock market outlook is reflected in attitudes about the risk of index funds. In 2002, nearly half of investors (45 percent) say that investments in index funds have become more risky over the past five years, an increase compared to 2001 (39 percent). By a nearly two to one margin, investors say that they are less likely (50 percent), not more likely (27 percent), to invest in index funds over the next couple of years. Interestingly, six in 10 (66 percent) do not know that Standard & Poor's makes decisions about adding a stock to the S&P 500 Index on the basis of whether the addition would make the index more representative of the U.S. economy.

Eaton Vance Corp., a Boston-based investment management firm, is traded on the New York Stock Exchange under the symbol EV *NAPS*

Medication Mishaps Turn the Attention to Poison Prevention

As the number of medications in American medicine cabinets continues to grow, poison prevention experts are calling for increased education efforts to reduce the alarming level of accidental poison exposures in the home due to medicines. According to the American Association of Poison Control Centers (AAPCC), poison centers answered more than one million emergency calls regarding children under age six in 2001 and half of those calls concerned poison exposures due to medications.

"Americans are taking more medications now than any time in our history," says Rose Ann Soloway, AAPCC associate director. "With that comes the increased risk of poisonings in children."

Soloway says that children are at risk because their systems are not equipped to handle many adult medications they may unintentionally ingest. Indeed some common adult medications can even be fatal to children. Many education programs are now reaching out to both parents and children to teach them to be poison safe with medicines. One program in particular, Safe at Home with Stop-and-Think Sam, uses its canine mascot to teach kids poison prevention in ways that they will understand, and is free to parents at www.merckmedco.com. The program advises:

*Keep all medications in original, labeled, child-resistant containers. Clean out your medicine cabinet periodically and throw out expired medications.

*No matter how hard it can be to get a child to take medication, never refer to it as candy.

*Don't take your own medication(s) in front of children. Children mimic adult behavior.

*Never play doctor. If the label of an over-the-counter medicine doesn't include instructions for your child's age or weight, ask your pediatrician if it's safe to give and, if so, what the dose should be. Do not give a prescription medicine to anyone other than the person it's prescribed for.

*Many adult-strength medications contain various ingredients that children cannot handle. Never give your child an adult-strength medication or split adult pills, unless directed by the child's pediatricians.

*Adult-strength iron supplements are dangerous for young children. Lock vitamins and supplements out of reach, just as other medicines are locked up.

*Keep a bottle of Ipecac syrup and/or activated charcoal in the house; the poison center may recommend their use in case of a possible poisoning. Always call the poison center immediately if you think there has been a poisoning. Never wait to see what might happen. Keep the number near your phone: 1-800-222-1222.

To download Stop-and-Think Sam info, see www. merckmedco.com. *NAPS*

Does Your Trash Hold Someone's Treasure?

While consumers are increasingly concerned about identity theft, their vigilance may not be enough to curb it. Businesses need to be equally vigilant.

In a recent survey, 65 percent of those questioned admit they are very concerned about the safety of their personal financial information.

At the same time, 63 percent report they feel that businesses are not doing a good job of protecting their personal financial information and 80 percent strongly support legislation requiring businesses to take more effective measures to protect consumers' personal financial information.

"Dumpster diving" has become a major source of identity theft and the source of an estimated seventy percent of business espionage.

The issue is further complicated by the lack of laws restricting "dumpster diving"-the practice of salvaging from the trash of a person or a business.

If a business discards papers containing its customers' personal identification information (i.e., loan applications, medical records, tax forms) without shredding them first, a "dumpster diver" may retrieve and sell the information or use it to obtain credit in the victim's name. This can also apply to individuals who discard personal identification information (i.e., pre-approved credit card offers, or receipts with credit card numbers).

And, it appears the problem of identity theft may be getting worse. A recent survey concluded that one out of five people, or a member of their family, is a victim of identity theft.

These are just some of the reasons consumers are looking to businesses to do a better job of destroying customer and client records. According to experts, shredding is the only proven way to ensure against identity theft when disposing of materials containing personal information.

Securely destroying information, and the medium on which it is held, removes the risks associated with accidental or intentional breach of privacy.

One company has built its reputation on securely retrieving, storing, destroying and managing information through its complete lifecycle.

Recall, through its Secure Destruction Services, ensures the proper management of all types of materials and covers all aspects of the destruction process, from collection to secure shredding.

Its services are easily accessible, regardless of location or volume of material, and provide complete integrity, security and discretion when handling and destroying documents.

If desired, on-site document destruction provides confidential shredding on a customer's premises and allows clients to witness the secure shredding process.

Recall is a worldwide total information management corporation, dedicated to safeguarding customer data and enhancing value through improved accessibility. It offers information management services, encompassing document management, integrated document solutions, data protection and secure destruction.

To learn more, contact recall mediarelations@gcigroup.com *NAPS*

Veterans Affairs Q&As

Following are typical questions answered daily by VA counselors. Full information is available at any VA office.

Q: My father is a World War II veteran who receives a monthly VA benefit check due to his hearing disability. He is now almost totally deaf. Does VA have a way for him to discuss any questions or concerns he might have about his VA benefits?

A: VA operates a service using telecommunications devices for the deaf (TDD). Your father is invited to call the VA TDD toll free telephone number, 800-829-4833, to receive assistance.

Q: My mother receives a very small VA death pension check every month in addition to Social Security. Her health is failing and she is now restricted to her apartment. Is there a way for her to receive an increase in her pension?

A: She may wish to explore two possibilities for reevaluation of her pension. She can provide VA an annual report of her out-of-pocket medical expenses, which VA can use to reduce her countable income (and increase her benefits). She might also request an increase due to "housebound" status and an additional amount if her condition requires the aid and attendance of another person. VA will need a full report from her doctor. She can receive one-on-one assistance if she calls VA's toll free telephone number, 800-827-1000, and speaks with a VA benefit expert.

Q: I heard news that there was a bill to raise VA disability compensation payments next year. How much will my compensation go up?

A: The rates are adjusted each year as a result of public law. Although there is legislation pending, the bill is not final. Legislators are not bound by any specific formula, but historically have chosen to mirror the percentage given to Social Security recipients, which is based on a calculation of the rise in the consumer price index.

Q: How can I order VA's "Federal Benefits for Veterans and Dependents" handbook?

A: Contact the Government Printing Office at 866-512-1800 or 202-512-1800 for mail-order information. The cost is $5 to U.S. addresses. The handbook can be downloaded for free from the VA Web site at http://www.va.gov/opa/feature/.